

Section 6.2 Long Distance Services for Voice – MODULE 2

TABLE OF CONTENTS

6.2	LONG DISTANCE SERVICES FOR VOICE (MODULE 2)	1
6.2.1	MODULE 2 RFP REQUIREMENTS	1
6.2.1.1	Designation Of Requirements	1
6.2.1.2	Compliance With Section 4 (M)	1
6.2.2	VOICE LONG DISTANCE NETWORK DESIGN (M)	3
6.2.3	LONG DISTANCE CALLING (M-O)	4
6.2.4	LONG DISTANCE ACCESS (M-O)	6
6.2.4.1	Interoperability Requirements (M-O)	6
6.2.5	900 SERVICES (M-O)	7
6.2.6	NETWORK BASED CALL CENTER SERVICES (M-O)	9
6.2.6.1	Network Based Automatic Call Distributor (ACD) (M-O)	9
6.2.6.1.1	Network ACD Basic Agent Package (M-O)	12
6.2.6.1.2	Network ACD Basic Supervisor's Package (M-O)	15
6.2.6.1.3	Network ACD System Administrator Software Package (M-O)	18
6.2.6.1.4	Network ACD Management Information System Tracking for Call Centers (M-O)	20
6.2.6.1.5	Network Call Center Maintenance (M)	22
6.2.6.1.6	Additional Maintenance Options (M-O)	23
6.2.7	NETWORK BASED INTERACTIVE VOICE RESPONSE (IVR) SYSTEM (M-O)	24
6.2.8	NETWORK BASED SPECIALIZED CALL ROUTING (M-O)	27
6.2.9	COMPUTER TELEPHONE INTEGRATION (CTI) FOR NETWORK BASED ACD (M-O)	29
6.2.10	TOLL FREE SERVICES (M-O)	31
6.2.10.1	Toll Free Specialized Call Routing Functions and Features (M-O)	33
6.2.10.2	International Toll Free Service (M-O)	35
6.2.11	OPERATOR SERVICES (M-O)	37
6.2.12	CALLING CARD SERVICES (M-O)	39
6.2.13	CONFERENCING SERVICES (M-O)	40
6.2.13.1	Network Audio Conferencing (M-O)	40
6.2.13.2	Net Conferencing (M-O)	42-a

6.2.14 LONG DISTANCE NETWORK OPERATIONS AND MANAGEMENT	43
6.2.14.1 General Description (M)	43
6.2.14.2 Security (M)	44
6.2.14.3 Long Distance Network Disaster/Operational Recovery (M).....	45
6.2.15 GENERAL TRAINING REQUIREMENTS (M).....	47
6.2.15.1 Transition Orientation and Training (M)	48
6.2.15.2 Contract Services Training (M)	51
6.2.15.3 Contract Management Training (M)	52
6.2.15.4 Classroom/Seminar Education Training (D).....	53
6.2.15.5 Training Plan (M).....	55
6.2.15.6 Training Oversight & Coordination (M).....	56
6.2.16 OTHER SERVICES	56
6.2.16.1 Cable and Wire Services	56
6.2.16.1.1 Extended Demarcation Wiring Services (M-O).....	57
6.2.16.1.2 Station Wiring Services (D)	57-b
6.2.16.1.3 Inside Wiring Services (D).....	57-d
6.2.16.2 Services Related Hourly Support (M-O).....	57-f
6.2.17 REQUIRED CUSTOMER PREMISE EQUIPMENT (CPE) (M-O)	58
6.2.18 END-USER SUPPORT (M)	59
6.2.18.1 General Requirements (M).....	59
6.2.18.1.1 General DTS/ONS Responsibilities	60
6.2.18.1.2 Contractor's General Responsibilities (M)	61
6.2.18.2 Planning (M)	62
6.2.18.3 Design (M)	62
6.2.18.4 Provisioning and Implementation Requirements (M).....	63
6.2.18.5 Marketing Requirements (M).....	64
6.2.19 INVOICING SERVICES (M)	66
6.2.19.1 Invoicing System for Voice Services (M).....	66
6.2.19.1.1 Invoicing System Requirements (M)	67
6.2.19.1.2 Flexible Billing Cycles (D)	68
6.2.19.1.3 Addition of New Fields (D)	69
6.2.19.1.4 Automated Refund (D).....	69
6.2.19.1.5 Customer Management Software (D)	70
6.2.19.1.6 DTS/ONS Report Management (D).....	70
6.2.19.1.7 Invoice Content Requirements (M).....	71
6.2.19.1.8 General Invoice System Requirements (M).....	72
6.2.19.2 Fraud Detection and Monitoring Services (M)	73
6.2.19.3 Back Billing (M)	75
6.2.19.4 Invoice Audits (M).....	76
6.2.19.4.1 Audits (M).....	76
6.2.19.4.2 Contractor Invoice Audit Responsibility (M)	77

6.2.19.5	Administrative Fee Collection (M)	77
6.2.19.6	California State Accounting and Reporting System (CALSTARS) (D).....	79
6.2.20	CONTRACTED SERVICE PROJECT WORK (M).....	82
6.2.20.1	Coordinated Project Work (M)	82
6.2.20.2	Managed Project Work (M)	84
6.2.21	CUSTOMER ADVOCACY (M)	86
6.2.21.1	Customer Service Center (M)	86
6.2.21.2	Escalation Process (M).....	87
6.2.21.2.1	Escalation Plan (M).....	88
6.2.21.2.2	Technical Resources (M)	89
6.2.21.2.3	Network Outage Response (M).....	89
6.2.22	SERVICE LEVEL AGREEMENTS (SLA) (M).....	91
6.2.22.1	Service Level Agreement Overview (M).....	91
6.2.22.1.1	Technical Requirements versus SLA (M).....	93
6.2.22.1.2	Two methods of outage reporting: Customer or Contractor (M).....	93
6.2.22.2	Network Service Level Agreements (M)	94
6.2.22.2.1	General Requirements (M).....	94
6.2.22.2.2	Trouble Ticket Stop Clock Conditions (M)	96
6.2.22.2.3	Service Availability (M)	97-a
6.2.22.2.4	Calling Card Provisioning (M)	98
6.2.22.2.5	Catastrophic Outage 1 (M).....	98-a
6.2.22.2.6	Catastrophic Outage 2 (M).....	99
6.2.22.2.7	Catastrophic Outage 3 (M).....	101
6.2.22.2.8	Enhanced Service Outage (M)	103
6.2.22.2.9	Excessive Outage (M).....	104
6.2.22.2.10	Notification (M)	105
6.2.22.2.11	Provisioning (M)	107
6.2.22.2.12	Response Duration from Receipt of Order (M)	109
6.2.22.2.13	Time To Repair (TTR) – Network Dialing Services (NDS) (M).....	110
6.2.22.3	Administrative Service Level Agreements (M)	111
6.2.22.3.1	Administrative Fee Reports/Electronic Fund Transfer Notification Delivery Intervals (M)	112
6.2.22.3.2	Invoicing Accuracy (M).....	113
6.2.22.3.3	Report Delivery Intervals (M).....	114
6.2.22.3.4	Tools and Report Implementation (M)	115
6.2.22.3.5	Tool Availability (M).....	117
6.2.22.4	Glossary of SLA Related Terms (M)	118
6.2.23	FISCAL MANAGEMENT (M).....	119
6.2.23.1	Fiscal Management Database(s) (M)	120
6.2.23.2	Fiscal Management Reports (M).....	121
6.2.23.2.1	DTS/ONS Fiscal Inventory Report of All Services (M).....	122

6.2.23.2.2	DTS/ONS Detail of Services Billed Report by Service (M).....	123
6.2.23.2.3	DTS/ONS Detail of Services Billed Report by Agency (M)	125
6.2.23.2.4	Trouble Ticket/SLA Credits Fiscal Report (M)	126
6.2.23.2.5	DTS/ONS Service Order/Provisioning Fiscal Report (M)	127
6.2.23.2.6	DVBE Tracking Fiscal Report (M)	129
6.2.23.2.7	Service Location Report (M)	130
6.2.23.2.8	General Customer Profile Information (M)	131
6.2.23.3	DTS/ONS Fiscal Audits (M)	131
6.2.24	MANAGEMENT TOOLS AND REPORTS (M)	132
6.2.24.1	Public Web Site (M)	133
6.2.24.2	Private Web Site (M)	134
6.2.24.3	Customer Trouble Ticket Reporting and Tracking System (M)	134
6.2.24.4	Service Provisioning, Tracking, and Inventory System (M)	136
6.2.24.5	Service Level Agreement (SLA) Reports (M)	137
6.2.24.5.1	SLA Report Requirements (M)	138
6.2.24.5.2	SLA Provisioning Report Requirements (M)	139
6.2.24.5.3	CAT 2 and CAT 3 SLA Report Requirements (M)	139
6.2.24.6	Contracted Service Project Work Reports (M)	140
6.2.24.6.1	Coordinated Project Work Report (M)	140
6.2.24.6.2	Managed Project Work Report (M)	141
6.2.25	REQUIRED TRANSITION STRATEGY (M)	143
6.2.25.1	Transition-In Requirements of Startup (M)	143
6.2.25.2	Transition-Out Requirements of Termination (M)	146

Section 6.2 Long Distance Services for Voice – MODULE 2

6.2 LONG DISTANCE SERVICES FOR VOICE (MODULE 2)

The Contractor shall provide a long distance voice network and other telecommunications services, as described in this section. All features and services are to be compliant with TIA/EIA and ITU-T Standards for each service type described herein.

6.2.1 MODULE 2 RFP REQUIREMENTS

6.2.1.1 Designation Of Requirements

The Business and Technical Requirements specified in this RFP Section can be classified as either “Mandatory,” “Mandatory-Optional,” or “Desirable.”

Mandatory (M)

Mandatory Requirements are those that the Contractor shall provide at no cost and without a specific order. These services include, at a minimum, network security, usage reports, invoicing, business planning, and other like items. All Mandatory items shall be included within the awarded Contract. All items not specifically identified as “Mandatory-Optional” (M-O), or “Desirable” (D) are considered “Mandatory”.

Mandatory-Optional Requirements (M-O)

Requirements that are designated as “Mandatory-Optional” are specific services, or specific features that the Bidder must offer, but will be the State’s option whether or not to include the offered item (or its separately priced Mandatory-Optional or Desirable sub-elements or features) in the awarded Contract, and furthermore, if it is included in the Contract it shall be the Customer’s option whether or not to order the service or feature, except that some Mandatory-Optional orders may also require DTS/ONS approval. All Bidders must provide separate prices as indicated in RFP Section 7 in the Bidder’s Final Proposal for all Mandatory-Optional items. If no prices are submitted, they shall be offered at no cost. Each Mandatory-Optional Requirement is identified with an “(M-O)” after the item heading.

Desirable (D)

Requirements that are designated as “Desirable” are specific Services, or specific features that the Bidder may offer. Bidders are not required to offer these Desirable RequirementServices and features in order to be compliant with

the RFP. If a Desirable item is offered and found by the State to be compliant with the Desirable item's specification, it shall be at the State's option whether or not to include the offered item in the awarded Contract and to determine when or whether to make the offered item available to Customers. If a Desirable item is included in the Contract it shall be at the Customer's option whether or not to order the item, except that some Desirable orders also require DTS/ONS approval. Desirable Items may be eligible for scored technical points per RFP Section 9. Each Desirable Requirement is identified with a "(D)" after the item heading.

Bidders may offer additional unsolicited Services or features or other items as indicated under certain Section 6 subsections. Bidders are encouraged to offer unsolicited Services and features that provide enhancement to the Mandatory-Optional "(M-O)" services identified. Unsolicited features must be individually identified, listed and priced in the "Unsolicited Services and Features" portion of each table. General references to catalogs will not be accepted. All Bidders must provide separate prices in RFP Section 7 for each unsolicited Service or feature. If no prices are submitted for an offered Desirable item, it shall be provided at no cost. Requirement Unsolicited items are not eligible for scored technical points per RFP Section 9.

It shall be at the State's option whether or not to include the offered item in the awarded Contract and to determine when or whether to make the offered item available to Customers. If an unsolicited item is included in the Contract, it shall be at the Customer's option whether or not to order the item, except that unsolicited orders also required DTS/ONS approval.

If a Desirable item is offered and found by the State to be compliant with the Desirable item's specification, it shall be the State's option whether or not to include the offered item in the awarded Contract and to determine when or whether to make the offered item available to Customers, and furthermore, if it is included in the Contract it shall be the Customer's option whether or not to order the service or feature, except that some Desirable orders also require DTS/ONS approval.

6.2.1.2 Compliance With Section 4 (M)

RFP Section 4 outlines the proposed environment anticipated as a result of this RFP. The Bidder hereby affirms that it will comply with the service environment and business relationship envisioned in Section 4 for this Module, with special emphasis on Section 4.5.5, Contract Business Relationships.

In order to assure the State that the Bidder shall meet the State's vision, the Bidder shall describe how it plans to support the overall State Requirements in Section 4 for CALNET II for this RFP Module.

This description shall also summarize the Bidder's technical and operational plans, as well as how it intends to provide the business relationship described in Section 4.5.5, Contract Business Relationships.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.2 VOICE LONG DISTANCE NETWORK DESIGN (M)

DTS/ONS uses this Contract as a means to perform statewide service oversight, Customer advocacy, and fiscal management responsibilities. Drawings provided in response to this Section 6.2.2 will be treated as confidential to the extent permitted by law and returned to the Bidder (other than the Awardee) once the Award is final upon receipt of a formal request from the Bidder. DTS/ONS shall promptly notify Bidder upon such request for disclosure and prior to such disclosure to permit Bidder to oppose same by appropriate legal action.

In the course of that oversight the State is required to examine key elements of the voice network to maintain current and long-term goals. This analysis is conducted to determine the reliability of the network and takes into consideration issues such as redundancy, diversity, interoperability, and scalability. The Contractor shall provide voice network designs and diagrams for long distance under this Contract.

The Contractor shall provide 3 hard copies and 1 electronic copy with the Proposal.. Electronic drawings shall be in .dwg, .dxf, .vsd or any mutually agreed format. Hard copy drawings shall be provided in Standard E size.

Drawings shall include both topology and logical representations of all critical network backbone elements to include but not be limited to the following:

- Geographic location of Equipment
- Type and capacity of Equipment at each location including any backup systems
- Service type
- Unique identifier for each element

Responses to the Requirements described in this section should include a thorough presentation of how the voice network solves the following:

Ubiquity – the Contractor’s (and Affiliate’s) ability to provide services throughout the state.

Scalability – the ability to increase delivery of services in number and/or size within a reasonable timeframe..

Survivability – the ability to continue to operate or quickly restore services in the face of unanticipated incidents, disasters, or catastrophes.

Redundancy – having one or more circuits/systems available in case of failure of the main circuits/systems.

Diversity – backbone network paths and infrastructure offered in such a way as to minimize the chance of a single point of failure.

Long distance services will be evaluated on the Bidder’s diagrammatic representation in the Voice Network Design and will be weighted as described in RFP Section 9.5.3 - C.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.3 LONG DISTANCE CALLING (M-O)

The Long Distance services shall consist of Intra-LATA (calls placed within a lata greater than 16 miles), Inter-LATA, Inter-State, and International calling. The service shall be engineered and provisioned to process all minutes of usage ordered by the State and shall provide the features described below:

- **10-Digit/14-Digit Exclusion** - Customers can use 10-digit or 14-digit exclusion to prevent abuse by blocking all calls to unauthorized numbers
- **Universal Range Privileges** - Universal Range Privileges help control long distance costs and deter employee call misuse by restricting calling to specific geographic areas
- **Accounting Codes** - An Accounting Code, which is dialed after the phone number, is an optional feature that helps track calls by department, individual, or project.

Accounting Codes allow calls to be sorted and grouped on the Call Detail Report, thereby simplifying call tracking and charge-backs. Accounting codes are designed for cost allocation only and are non-verified. Accounting Codes may be used in conjunction with ID codes. (See below for ID codes)

- **Customized Message Announcements** - Customized Message Announcements (CMA) enable a Customer to create a customized message to store in the network. It can be based upon an intercept condition such as an invalid ID Code or customized by dialed number

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

The Contractor shall offer the Long Distance Calling features detailed in Table 6.2.3.a.

Table 6.2.3.a Long Distance Calling (M-O)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Intra-LATA Calling Dedicated to Dedicated Access	Per minute charges for calls within a LATA		
Bidder's Description :			
Intra-LATA Calling Dedicated to Switched Access	Per minute charges for calls within a LATA		
Bidder's Description :			
Intra-LATA Calling Switched to Dedicated Access	Per minute charges for calls within a LATA		
Bidder's Description:			

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Intra-LATA Calling Switched to Switched Access	Per minute charges for calls within a LATA		
Bidder's Description:			
Intra-State/Inter-LATA Calling Dedicated to Dedicated Access	Per minute charges for calls within California between LATAs.		
Bidder's Description :			
Intra-State/Inter-LATA Calling Dedicated to Switched Access	Per minute charges for calls within California between LATAs.		
Bidder's Description :			
Intra-State/Inter-LATA Calling Switched to Dedicated Access	Per minute charges for calls within California between LATAs.		
Bidder's Description :			
Intra-State/Inter-LATA Calling Switched to Switched Access	Per minute charges for calls within California between LATAs.		
Bidder's Description :			
Inter-State Calling Dedicated to Dedicated Access	Per minute charges for calls between California and a termination point in another state.		
Bidder's Description:			
Inter-State Calling Dedicated to Switched Access	Per minute charges for calls between California and a termination point in another state.		
Bidder's Description:			

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Inter-State Calling Switched to Dedicated Access	Per minute charges for calls between California and a termination point in another state.		
Bidder's Description:			
Inter-State Calling Switched to Switched Access	Per minute charges for calls between California and a termination point in another state.		
Bidder's Description:			
International Calling	International base rate per minute for specific countries.		
Bidder's Description:			

The Contractor may offer the Long Distance Calling features detailed in Table 6.2.3.b.

Dedicated Access Transport

The State seeks transport types/services available for delivery of dedicated access. Bidder shall identify these services in the Desireable (D) table below. Bidder shall provide associated service level agreements and pricing for each transport type/service proposed.

Table 6.2.3.b Long Distance Calling (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Dedicated Access DS1	Dedicated Transport at DS1 speed or equivalent		
Bidders Description:			
Dedicated Access DS3	Dedicated Transport at DS3 speed or equivalent		
Bidders Description:			
Additional unsolicited features offered by the Bidder:			

6.2.4 LONG DISTANCE ACCESS (M-O)

Long Distance service shall be provided through a pre-subscribed service. The Contractor shall work closely with the Agencies to consider cost benefits, traffic engineering, and analysis of each Agency's long distance Requirements.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.4.1 Interoperability Requirements (M-O)

The Contractor shall offer and provide interoperability with the services provided in RFP Section 6.1 (Core Services) and others as the technology changes and new Standards are introduced.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.5 900 SERVICES (M-O)

The Contractor shall provide 900-type service for Agency use. This service shall provide passive or interactive information to callers on a “pay as you go” basis. The service shall be comprised of two components: Customers may sign up for “Transmission Only”, which comprises carrying the 900 traffic to end point Customer's termination point and “Billing and Collection” (B&C), which comprises transmission, billing, and collection for the 900 service.

The Contractor's 900-type service shall include the following features:

Origination Features:

- **Point of Call (POC) Routing** - Route calls made to a single 900 number to different terminating locations based on NPA and NXX

Routing Features:

- **Time of Day Routing** - Route calls made to a single 900 number to different locations depending on the time of day
- **Day of Week Routing** - Route calls to different locations depending on the weekday
- **Holiday Routing** - The hourly routing feature shall allow the Customer to specify a different terminating point for each holiday or special event
- **Percent Allocation Routing** - Every 900 number can route calls for each originating routing group based on a percentage distribution designated by the Customer
- **Alternate Routing** - Define and store a minimum of 99 alternate routing plans. (All terminations used in the backup plan must belong to the Sponsor of record)
- **Cross Location Routing** - Provide for all inbound 900 calls to be routed to any dedicated access terminating location

Terminating Features

- **Network Call Redirect** - Sends calls to an alternate terminating trunk group when the first choice is busy

- **Real-TimeDialed Number Identification Service (DNIS)** - Provides the 10-digit number dialed by the caller
- **Real-Time Automatic Number Identification (ANI)** - Provides the called party with the full 10-digit originating telephone number

Special Features for Custom Applications

- **Call Detail Reporting** - Optional monthly reports detailing all calls made to the Customer's 900 service shall be available on CD, web access, or paper and shall include:
 - Caller's telephone number
 - Date/Time of call Duration of the call
 - Cost of the call

Specialized Customer Services

- **Automated State Lottery Results Service** - No fees or surcharges shall be assessed against the commission rate and no administrative fee or commission will be paid on any uncollected revenue associated with the California State Lottery Commission's business

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

The Contractor shall offer the 900 services detailed in Table 6.2.5.a.

Table 6.2.5.a 900 Services (M-O)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Transmission Only	Carries the 900 traffic to Customer's termination point		
Bidder's Description:			
Transmission, Billing & Collection	Transmission, billing, and collection for the 900 service		
Bidder's Description:			
Variable Length Preamble (0-30 seconds)	A legally mandated introductory message that describes the 900 service and the cost of the call; shall be provided by the Contractor with a minimum message length of 18 seconds.		
Bidder's Description:			
Variable Length Preamble (greater than 30 seconds)	A legally mandated introductory message that describes the 900 service and the cost of the call; shall be provided by the Contractor with a minimum message length of 18 seconds.		
Bidder's Description:			

The Contractor may offer the 900 services detailed in Table 6. 2.5.b.

Table 6.2.5.b 900 Services (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder's Description:			

6.2.6 NETWORK BASED CALL CENTER SERVICES (M-O)

6.2.6.1 Network Based Automatic Call Distributor (ACD) (M-O)

The Contractor shall provide Call Center Service functionality at the network level that provides equitable call distribution and queuing functions for call

centers throughout the state. Customers shall procure the local loop from the CALNET II, Module 1 (Core Services) Contractor. The service shall extend the capabilities of basic ACD in that it shall allow several distributed ACD groups to answer calls as though the groups were one large group. The functionality shall be available between different server switches and across LATA boundaries. The ACD shall be able to operate and manage Network ACD Agent Software Package, Network ACD Basic Supervisor's Software Package, and Network ACD System Administrator Software Package, all of which are described below.

ACD evenly distributes incoming calls among a designated group. The ACD places calls in queue if no agent is available. The distribution of these calls can be provided at the queue level based on:

- Dialed number
- Time of day
- Location of the caller
- Skills based

The Contractor shall provide network designs and diagrams for Call Center Solutions under this Contract.

The Contractor shall provide 3 hard copies and 1 electronic copy with the Proposal.. Electronic drawings shall be in .dwg, .dxf, .vsd or any mutually agreed format. Hard copy drawings shall be provided in Standard E size.

Drawings shall include both topology and logical representations of all critical network backbone elements to include but not be limited to the following:

- Geographic location of Equipment
- Type and capacity of Equipment at each location including any backup systems
- Service type
- Unique identifier for each element

Responses to the Requirements described in this section should include a thorough presentation of how the network solves the following:

Ubiquity – the Contractor's (and Affiliate's) ability to provide services throughout the state.

Scalability – the ability to increase delivery of services in number and/or size within a reasonable timeframe..

Survivability – the ability to continue to operate or quickly restore services in the face of unanticipated incidents, disasters, or catastrophes.

Redundancy – having one or more circuits/systems available in case of failure of the main circuits/systems.

Diversity – backbone network paths and infrastructure offered in such a way as to minimize the chance of a single point of failure.

Call Center services will be evaluated on the Bidder's diagrammatic representation in the Network Design and will be weighted as described in RFP Section 9.

Bidder understands the Requirement and shall meet or exceed it? Yes _____ No _____

Reference: document _____

location _____ page _____ paragraph _____

Description:

The Contractor shall offer the network based ACD services detailed in Table 6.2.6.1.a.

Table 6.2.6.1.a –Network Based ACD (M-O)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Network Automatic Call Distributor (ACD) (for up to 8 agents)	The basic ACD described above that can handle up to 8 agents		
Bidder's Description:			
Network Automatic Call Distributor (ACD) (for up to 24 agents)	The basic ACD described above that can handle up to 24 agents		
Bidder's Description:			
Network Automatic Call Distributor (ACD) (for up to 48 agents)	The basic ACD described above that can handle up to 48 agents		
Bidder's Description:			
Network Automatic Call Distributor (ACD) (for up to 96 agents)	The basic ACD described above that can handle up to 96 agents		
Bidder's Description:			
Network Automatic Call Distributor (ACD) (for up to 192 agents)	The basic ACD described above that can handle up to 192 agents		
Bidder's Description:			
Network Automatic Call Distributor (ACD) (over 192 agents)	The basic ACD described above that can handle over 192 agents		
Bidder's Description:			

The Contractor may offer the network based ACD services detailed in Table 6.2.6.1.b.

Table 6.2.6.1.b – Network Based ACD (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder's Description:			

6.2.6.1.1 Network ACD Basic Agent Package (M-O)

The Basic Agent Package shall include the following features:

- **Agent Inbound Line** - Receives calls from the Call Center Listed Directory Numbers (LDNs)
- **Agent Status** – Allows the agent to activate/deactivate the position including ready, clerical, log off
- **Multiple Queue Options** - Agent can participate in a specified or unlimited number of queues
- **Remote Agent Capability** – Ability to route calls to telephone numbers outside the call center
- **Position ID** - Agent Position ID identifies a specific agent
- **Call Present** - Agent answers Call Center calls without pressing a key
- **Incoming Call Queue** - Incoming calls wait/queue when all agents busy. The call is directed to the first available agent

- **Agent Priority Call Transfer** - Allows an agent to conference/transfer incoming Call Center call to another agent's line
- **Emergency Alert** - Gives agent ability to immediately conference a supervisor or recorder to a call
- **Call Source Identification** – Displays calling number on agent Equipment

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

The Contractor shall offer the Network ACD Basic Agent Package features detailed in Table 6.2.6.1.1a.

Table 6.2.6.1.1.a ACD Basic Agent Package (M-O)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Basic Agents Package	Basic Software package as described above.		
Bidder's Description:			
Abandon Call Clearing	Removes calls from the Call Center queue when the caller abandons: - while waiting in queue (or) - after call is presented to agent.		
Bidder's Description:			
Automatic Overflow	Allows Customer to specify where new incoming calls overflow.		
Bidder's Description:			

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Call Priority	Customer assigns priority levels to the primary Listed Directory Number (LDN) and supplementary LDNs.		
Bidder's Description:			
Night Service	Activated for entire Call Center when all agent positions logoff. Automatically forwards incoming calls.		
Bidder's Description:			
Overflow Scan	Scans up to four other Call Centers for an available agent and occurs when queuing thresholds are reached but before Automatic Overflow is applied.		
Bidder's Description:			
Ring Threshold	Reroutes call when agent does not answer after a pre-determined amount of time.		
Bidder's Description:			
Call Delay /Forced Announcement	Provides recorded announcement(s) to callers when all agents are busy or the Call Center is in Night Service mode.		
Bidder's Description:			
Queue Status	Indication when queue thresholds are exceeded. Separate from telephone sets, this data will be provided to a wall mounted display or a workstation.		
Bidder's Description:			
Agent Queue Status Display	Provides agents status of call queue. Shows either: number of calls in queue, or amount of time oldest call in queue.		
Bidder's Description:			
Called Number Display	Displays the dialed Call Center directory number on agent Equipment.		

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Bidder's Description:			
Call Tracking	Allows agent to indicate type of call being processed by depressing tracking key and entering a code ("account code").		
Bidder's Description:			
Controlled Access to PSTN/Switched Network	Outbound dialing permission from total restriction to unrestricted access to the public network.		
Bidder's Description:			

The Contractor may offer the Network ACD Basic Agent Package features detailed in Table 6.2.6.1.1.b.

Table 6.2.6.1.1.b ACD Basic Agent's Package (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Additional unsolicited features offered by the Bidder including any feature packages:			
		N/A	
Bidder's Description:			
		N/A	
Bidder's Description:			

6.2.6.1.2 Network ACD Basic Supervisor's Package (M-O)

The Basic Supervisor's Package shall include all of the features from the Basic Agent's Package as well as the following features:

- **Call Agent** - Allows supervisor to directly call an agent by pressing a single key and includes the ability to interrupt an active call

- **Observe Agent** – Allows supervisor to listen to conversation between the agent and the caller
- **Supervisor Answer Agent** – Allows supervisor to answer Call Supervisor calls from an agent by depressing a key
- **Answer Emergency** - Allows supervisor to answer emergency calls on an “Emergency” key when an agent's “Emergency” key is pressed

Bidder understands the Requirement and shall meet or exceed it? Yes _____ No _____

Reference: document _____

location _____ page _____ paragraph _____

Description:

The Contractor shall offer the Network ACD Supervisor’s Package features detailed in Table 6.2.6.1.2.a.

Table 6.2.6.1.2.a ACD Supervisor’s Package (M-O)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Basic Supervisor’s Package	Basic Supervisor’s Package Software as described above.		
Bidder’s Description:			
Additional Supervisor Positions	Additional supervisor for supervisor group. (For each Supervisor package over the minimum of 1 per 20 agents.)		
Bidder’s Description:			

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Controlled Overflow	Allows a supervisor to direct new Call Center calls to an overflow route.		
Bidder's Description:			
ACD Status Display	Supervisor(s) with display set can monitor Call Center call status. Minimum Requirements - Queue Status (QSD) shows: - Number of calls in incoming call queue and average time in queue - Total number of occupied agent positions (agents idle, active, or not ready)		
Bidder's Description:			
Position Status Display	Provides supervisor with visual indication of agent activity in real time.		
Bidder's Description:			
Position Status Summary Display	Allows supervisor to quickly check status of the Call Center. Supervisor can have multiple position status summary display keys to monitor multiple Call Center Groups within their System. Minimum Requirements: Display indicates total number of agents: i. On Call Center calls ii. On non Call Center calls (on virtual number) iii. Idle (logged in and waiting for call) iv. Not ready (clerical status) logged off		
Bidder's Description:			

The Contractor may offer the Network ACD Supervisor's Package features detailed in Table 6.2.6.1.2.b.

Table 6.2.6.1.2.b ACD Basic Supervisor's Package (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder's Description:			
N/A			
Bidder's Description:			

6.2.6.1.3 Network ACD System Administrator Software Package (M-O)

The System Administrator Software Package shall include the following features:

- Provides "real time" display of agent and call activity by Call Center or network wide. Display is easily customized to show desired information
- Activate or deactivate the entire Call Center group or queues within the group
- Assign passwords to agents
- Increase or decrease number of agents
- Increase or decrease the number of queues
- Move agent(s) to another Call Center group within the System
- Control queues by changing the queue slots, queue size, and maximum wait time
- Change overflow routes and ring thresholds
- Change password levels of supervisors into System

(Note: Bidders are to describe minimum Hardware Requirements for the System Administrator Software Package.)

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

The Contractor shall offer the Network ACD System Administrator Package detailed in Table 6.2.6.1.3.a.

Table 6.2.6.1.3.a Network ACD System Administrator Software Package (M-O)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Basic Administrator's Package	Basic Administrator's Package Software as described above.		
Bidder's Description:			

The Contractor may offer the Network ACD Supervisor's Package features detailed in Table 6.2.6.1.3.b.

Table 6.2.6.1.3.b Network ACD System Administrator's Software Package (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Additional unsolicited features offered by the Bidder including any feature packages:			
Bidder's Description:			

6.2.6.1.4 Network ACD Management Information System Tracking for Call Centers (M-O)

The Call Center MIS System shall provide tracking in the form of reports and real time queries of data associated with agents and with each Call Center.

The “Tracking for Each Call Center” MIS package provides tracking of the following data:

- Average speed of answer
- Expected delay
- Grade of Service (GOS or equivalent)
- Hourly demand
- Longest delay experienced by caller
- Number of agents busy on incoming calls
- Number of agents / queue slots available
- Number of incoming calls to each LDN
- Total number and length of calls
- Total number of calls abandoned
- Incremental breakdown of the number of calls abandoned after or before announcement
- Total number of calls by account code

The “Tracking for Agents” Software package shall provide real time tracking of the following data by Agency:

- Number of agents logged on
- Number of agents busy on Call Center calls or on non-Call Center calls
- Number of idle agents by call center or by queue
- Number of agents in Clerical status
- Number of agents logged-off

The “Tracking for Agents” Software shall also provide historical tracking of individual agent performance, including:

- Total number of calls answered by LDN, by queue, and by account code
- Agent time tracking (logged on, status, logged off, etc.)
- Average number of calls answered per hour
- Average duration of calls
- Average of hold time
- Percentage of time available, on call, on hold, idle
- Incremental breakdown of duration of calls

All data shall be provided in a spreadsheet or comma delineated format so that Customers may prepare Ad Hoc reports.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

The Contractor shall offer the Network ACD MIS tracking features detailed in Table 6.2.6.1.4.a.

Table 6.2.6.1.4.a Network ACD Management Information System Tracking for Each Call Center (M-O)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
MIS for Network ACD (up to 8 agents)	MIS for ACD as described above for up to 8 agents		
Bidder's Description:			
MIS for Network ACD (up to 24 agents)	MIS for ACD as described above for up to 24 agents		
Bidder's Description:			
MIS for Network ACD (up to 48 agents)	MIS for ACD as described above for up to 48 agents		
Bidder's Description:			

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
MIS for Network ACD (up to 96 agents)	MIS for ACD as described above for up to 96 agents		
Bidder's Description:			
MIS for Network ACD (up to 192 agents)	MIS for ACD as described above for up to 192 agents		
Bidder's Description:			
MIS for Network ACD (over 192 agents)	MIS for ACD as described above for over 192 agents		
Bidder's Description:			

The Contractor may offer the ACD MIS tracking features detailed in Table 6.2.6.1.4.b.

Table 6.2.6.1.4.b ACD Management Information System Tracking for Each Call Center (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Additional unsolicited features offered by the Bidder:			
Bidder's Description:			

6.2.6.1.5 Network Call Center Maintenance (M)

Call Center Maintenance includes Hardware and Software maintenance for Call Centers (Contractor's Equipment only, including upgrades and routine maintenance procedures, etc). Call Center Maintenance shall include maintenance for the associated Network Based Interactive Voice Response (IVR) and Computer Telephone Integration (CTI) applications.

Standard ACD, IVR, and CTI Systems will include On-Site Call Center Maintenance Monday through Friday from 7am to 6pm Pacific Time at no additional charge. An expert level technician shall respond by phone to provide troubleshooting assistance within one hour of Customer opening trouble ticket. This support shall be available Monday through Friday from 7am to 6pm Pacific Time at no additional charge for the Equipment and services provided for ACDs, IVRs, Specialized Call Routing (SCRs), and CTIs.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.6.1.6 Additional Maintenance Options (M-O)

The Contractor shall offer additional Network Call Center Maintenance Options detailed in Table 6.2.6.1.6.a.

Table 6.2.6.1.6.a Additional Network Call Center Maintenance (M-O)

Feature	Feature Description	Meets or Exceeds? Y/N	Document/ Location
7/24 On-Site Call Center Maintenance	Technical on-site support 7/24/365 to perform preventive and remedial maintenance on the ACD, IVR, and CTI Hardware and Software.		
Bidder's Description:			
Remote Call Center Maintenance Support for off hours	Remote technical assistance for maintenance during hours other than those covered by the maintenance plans above.		
Bidder's Description:			

The Contractor may offer the additional Network Call Center Maintenance Options detailed in Table 6.2.6.1.6.b.

Table 6.2.6.1.6.b Additional Network Call Center Maintenance (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Additional unsolicited features offered by the Bidder:			
Bidder's Description:			

6.2.7 NETWORK BASED INTERACTIVE VOICE RESPONSE (IVR) SYSTEM (M-O)

The Contractor shall provide a network based IVR System that gives callers specific information or accepts an order based on specific information input by callers using speech recognition or DTMF tones.

Contractor shall provide the following applications of IVR:

Automated Attendant - A service that automatically answers incoming calls within a predefined number of rings, without assistance from a live attendant. Callers can reach an extension by entering the extension number or name. The Automated Attendant offers other services, such as announcements for voice menu choices and can process multiple calls simultaneously. It prompts callers with a series of choices and actions to perform. Based on selected action, the caller may listen to a recorded announcement, leave a message, place a call, activate another voice service or be routed to a particular service.

Translator - Voice response informing the caller of the new phone number.

Names Directory - Allows callers to spell a name using the telephone keypad, and then have the IVR System read back the name and transfer the call to that person's telephone.

Voice Library - Provides playback of voice recorded 'library' of information.

Intelligent Call Transfers - Transfer callers based on time-of-day, day-of-week, language, or zip code.

Call Progress Detection – IVR monitors a transferred call to check if the line is busy, disconnected or a network message is played.

Maintenance – See Section 6.2.6.1.5

Custom applications of IVR:

Custom Applications, including modifications and/or programming changes to the design and/or Application Program for existing custom IVR (e.g., host connection) shall be provided in accordance with the provisions for contracted service project work as described in Section 6.2.20.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

The Contractor shall offer the network based IVR services and features detailed in Table 6.2.7.a.

Table 6.2.7.a Network Based Interactive Voice Response (IVR) Services and Features (M-O)

Feature	Feature Description	Meets or Exceeds? Y/N	Document/ Location
IVR with Standard Applications	Standard IVR applications as described above.		
Bidder's Description:			

Feature	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Voice Forms	Allows business End-Users to collect information from callers over the telephone. A series of questions is played to a caller who responds to each question in sequential order. Once the information is collected, it can be retrieved and transcribed to suit individual Requirements. Include a minimum of one (1) hour storage per Voice Forms application.		
Bidder's Description:			
Additional Voice Forms Storage	Additional storage capacity for Voice Form recorded data		
Bidder's Description:			
Fax on Demand or Fax Reply	A feature that allows the End-User to create and retrieve Fax information by selecting Fax items from a voice menu.		
Bidder's Description:			
Call Router Reports	Daily Activity and Daily Call Profile Reports shall be available for Daily, Weekly, and Monthly Distribution to each Customer broken down by each hour.		
Bidder's Description:			
Change Administration	Allows Customers to make administrative changes to the Network IVR System without vendor intervention.		
Bidder's Description:			
Database Lookups	Access to the Customer's local database for look up and delivery of the information to the Network IVR (e.g. zip codes, phone numbers, office numbers, dates of birth).		
Bidder's Description:			
Credit-Card Transactions	Application for credit card payments via the telephone/IVR service involving connection to a clearinghouse.		
Bidder's Description:			

The Contractor may offer the network based IVR services and features detailed in Table 6.2.7.b.

Table 6.2.7.b Network Based Interactive Voice Response (IVR) Services (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Speech Recognition	A Machine's ability to understand and react to human speech instead of touch tone entry.		
Bidder's Description:			
Additional unsolicited features offered by the Bidder:			
Bidder's Description:			

6.2.8 NETWORK BASED SPECIALIZED CALL ROUTING (M-O)

The Contractor shall provide network based Specialized Call Routing (SCR) functionality that provides call-by-call routing of Toll Free calls to multiple, geographically dispersed ACD groups to create a virtual call center network for load balancing and maximizing use of available agents. The service shall route calls and consolidate management information at the network level, to create enterprise-wide call distribution capabilities. The service shall provide:

Pre and Post Call Routing – Routing intelligence that is applied before the call is sent to the destination is referred to as pre-routing. Intelligent transferring between agent groups or into or out of their Interactive Voice Response Units (IVRU's) is referred to as post call routing.

Additional routing based on:

- Dialed number
- Automatic Number Identification (ANI)
- Location of the caller
- Caller entered digits
- Time of day, day of week
- Least cost

Skills Based Routing - Ability to route calls to a particular ACD group or agent based on available agents with predefined skill sets required to handle incoming calls.

Gateway - Gateway offers large and geographically dispersed call centers a way to control their routing within the network.

Database Server - The process that manages the SCR central database. The server collects the data and stores it for a designated number of days.

Specialized Contact Management Software (SCM) - SCM Software delivers an integrated suite of capabilities that enables a company to, intelligently route calls on a call-by-call basis based on agent skill set, interact with its Customers via phone, Web, and e-mail across an enterprise of ACD, PBX, IVR, database, and desktop applications.

Maintenance - See Section 6.2.6.1.5.

Managed Services - Provides annual managed care support including remote monitoring, reporting, single point of contact and accountability, application support, and trouble shooting.

Consolidated MIS - Consolidated MIS reporting with integrated near real time and historical call center and network management reporting.

Carrier Network Reporting - Management reports that include utilization, trunking, blocking, call detail, and trouble reports will be available to Customer via paper, electronic media or web access.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

The Contractor shall offer the SCR services and features detailed in Table 6.2.8.a.

Table 6.2.8.a Specialized Call Routing (M-O)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Specialized Call Routing Package	Service as described above.		
Bidder's Description:			
Historical Database Service	Database service that stores archived data from the primary database service. The primary service collects the data and stores it for a designated number of days, but the information is transmitted to the historical database service for long term storage and retrieval.		
Bidder's Description:			
Administrative Workstation Software	Provides End-User interface to the SCR utilizing a Customer provided PC workstation.		
Bidder's Description:			

The Contractor may offer the SCR services and features detailed in Table 6.2.8.b.

Table 6.2.8.b Specialized Call Routing (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder's Description:			

6.2.9 COMPUTER TELEPHONE INTEGRATION (CTI) FOR NETWORK BASED ACD (M-O)

The Contractor shall provide a Computer Telephone Integration (CTI) application with the carrier network services in the form of computer interface Software that provides concurrent delivery of a voice call and data from a Customer's computer to an agent.

The Standard Basic CTI features are as follows:

- Provides the ability to place and route calls

- Provides signaling between the ACD node and a Customer's business computer. The two-way information flow over data circuits allows ACD applications to communicate with applications running in the Customer's business computer
- Coordinated Voice and Data - Provides the concurrent delivery of a voice call and data related to the call to an ACD agent (screen pop)

Custom Applications, including application design, engineering, testing, wiring, and termination shall be provided in accordance with the provisions for contracted service project work as described in Section 6.2.20.

Bidder understands the Requirement and shall meet or exceed it? Yes_____No_____

Reference: document_____

location_____page_____paragraph_____

Description:

The Contractor shall offer the CTI services and features detailed in Table 6.2.9.a.

Table 6.2.9.a –Computer Telephone Integration (CTI) (M-O)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
CTI with Basic Standard Features	The basic CTI functionality described above on a per seat/per center basis.		
Bidder's Description:			
Voice Processing Integration	Provides messaging to support interaction with voice response units and IVRs.		
Bidder's Description:			

The Contractor may offer the CTI services and features detailed in Table 6.2.9.b.

Table 6.2.9.b –Computer Telephone Integration (CTI) (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder's Description:			

6.2.10 TOLL FREE SERVICES (M-O)

The Contractor shall provide Toll Free service that provides statewide Toll Free incoming ('800', '877', and other FCC approved toll free NPAs) calling services. Termination types shall include switched (business line), switched WATS (WAL), dedicated (DAL), including analog and any other terminations that the Bidder's organization provides. The terminating Toll Free services shall provide routing based on originating location (telephone number), day, and time of day.

The Contractor's Toll Free services shall include the following features:

Basic Features:

- **Point of Call Routing** - Based on the calling party's ANI, this feature allows for calls made to a single '800' number to be routed to different terminating locations
- **Day of Week Routing** - Allows Customers to route calls to different locations based on the day of the week
- **Holiday Routing** - Allows the Customer to designate different routing for specific holidays and key events
- **Time of Day (TOD) Routing** - Based on the time of day, this feature allows the Customer to route calls made to a single '800' number to different answering locations
- **Alternate Routing** - Allows the Customer to pre-define alternate routing arrangements and activating via security code
- **Percentage Distribution Routing** - Routing based on a percentage of traffic to predefined locations

Direct Access Termination Features:

- **Network Call Redirect (NCR)** - Sends calls to an alternate terminating trunk group when the first choice is busy. (The alternate route must terminate on the Customer's own access facility)
- **Dialed Number Identification Service (DNIS)** - Provides the 10 digit number dialed by the caller
- **Real-Time Automatic Number Identification (ANI)** - Provides the caller's full 10-digit originating telephone number.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

The Contractor shall offer the Toll Free services detailed in Table 6.2.10.a.

Table 6.2.10.a Toll Free Services (M-O)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Basic Coverage – California Dedicated Access	Allows a Customer to receive toll free calls from anywhere in the State of California.		
Bidder's Description:			
Basic Coverage – California Switched Access	Allows a Customer to receive toll free calls from anywhere in the State of California.		
Bidder's Description:			
Extended Call Coverage - US Dedicated Access	Allows a Customer to receive toll free calls from the 50 United States, the District Of Columbia, the Virgin Islands, and Puerto Rico.		
Bidder's Description:			
Extended Call Coverage – US Switched Access	Allows a Customer to receive toll free calls from the 50 United States, the District Of Columbia, the Virgin Islands, and Puerto Rico.		
Bidder's Description:			

The Contractor may offer the Toll Free services detailed in Table 6.2.10.b.

Table 6.2.10.b Toll Free Services (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Extended Call Coverage – North America Dedicated Access	Allows a Customer to receive international ‘Toll Free’ calls from North America.		
Bidder’s Description:			
Extended Call Coverage – North America Switched Access	Allows a Customer to receive international ‘Toll Free’ calls from North America.		
Bidder’s Description:			
Tailored Call Coverage	Allows a Customer to block incoming calls from specific origination areas. The blocked areas are defined by one of the following: Country State NPA NPA/NXX		
Bidder’s Description:			
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder’s Description:			

6.2.10.1 Toll Free Specialized Call Routing Functions and Features (M-O)

The Contractor shall provide a voice network product that routes calls to Customer locations based on network-provided data such as Dialed Number Identification Service (DNIS), Automatic Number Identification (ANI), or caller-input Dual Tone Multi-Frequency (DTMF) telephone keypad entries.

Advanced Toll Free features shall be used to selectively route calls to the platform or to the final Customer destination and shall include the following features that shall be individually configurable per Customer application:

- **Advanced Database Routing** - Provides the Customer with the ability to make real-time updates to their own internal database records
- **Percentage Distribution Routing** - Routing based on a percentage of traffic to predefined locations
- **Near Real-time Database Updates** - Updates to database information are completed and loaded in the Near Real-time
- **Dialout** - Allows for dialout routing of calls

- **ANI Pass-through** - Allows for the pass through of ANI information to the End-User

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

The Contractor shall offer the Toll Free SCR services detailed in Table 6.2.10.1.a.

Table 6.2.10.1.a Toll Free Specialized Call Routing (SCR) (M-O)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Toll Free SCR Application	Specialized Call Routing application as described above		
Bidder's Description:			
Call Transfer	Allows the called party to transfer a call to another location or to give control of the call back to the caller to make additional call routing selections.		
Bidder's Description:			
Customized Agent Announcement	Provides a customized message to the called party before the caller is connected, alerting the called party with certain information about the caller (e.g. account number, ANI).		
Bidder's Description:			
Message Announcement	The caller hears a pre-recorded promotional or informational message prior to, during, or after the call is routed to the caller-selected destination.		
Bidder's Description:			

The Contractor may offer the Toll Free SCR services detailed in Table 6.2.10.1.b.

Table 6.2.10.1.b Toll Free Specialized Call Routing (SCR) (D)

		Meets or Exceeds? Y/N	Document/ Location
Additional unsolicited features offered by the Bidder:			

6.2.10.2 International Toll Free Service (D)

Contractor shall provide an international toll free service that allows for a Toll Free call originating in another country to complete to a U.S. destination. It shall also allow outbound Toll Free services to overseas locations. The countries to be priced are the United Kingdom, China, Japan, Spain, Switzerland, Brazil, Mexico, Canada, Israel, Korea, Germany, Italy, and France.

The Contractor's International Toll Free service shall include the following features:

Routing Features:

- **Day of Week Routing** - Allows Customers to route calls to different locations based on the day of the week
- **Holiday Routing** - Allows the Customer to designate different routing for specific holidays and key events
- **Time of Day (TOD) Routing** - Based on the time of day, this feature allows the Customer to route calls made to a single 'Toll Free' number to different answering locations
- **Alternate Routing** - Allows the Customer to pre-define alternate routing arrangements, known as Alternate Plans
- **Terminating Features** - Requires DAL Termination
- **Real-Time Dialed Number Identification Service (DNIS)** - Provides the 10-digit number dialed by the caller
- **Real-Time Automatic Number Identification (ANI)** - Provides the caller's full 10-digit originating telephone number

Bidder understands the Requirement and shall meet or exceed it? Yes _____ No _____

Reference: document _____

location _____ page _____ paragraph _____

Description:

The Contractor shall offer the International Toll Free services detailed in Table 6.2.10.2.a.

Table 6.2.10.2.a International Toll Free Service (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
International Toll Free Service	International Toll Free Service as described above.		
Bidder's Description:			

6.2.11 OPERATOR SERVICES (M-O)

Operator services shall provide general assistance to callers and offer the caller alternatives for billing long distance and international calls. Contractor's Operator Services shall include the following services:

- **Fraudulent Call Prevention** - Verify allowable calls. Bidders are to describe how they will provide this service
- **Easy Access to Operators** - Operators shall be available to assist End-Users twenty-four hours a day, seven-days-a-week
- **Operator-Assisted Call Types** - Operator assistance shall be provided for domestic, international and directory assistance calls
- **Dialing Instructions** - Operators shall provide dialing instructions to access another carrier or to place long distance operator-assistance calls
- **Emergency Call Handling** – Operators shall Connect End-Users to emergency services
- **Rate Quotes** - Operators shall provide rate quotes for all operator assisted call types
- **General Assistance** - Operators shall assist End-Users with general information

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

The Contractor shall offer the Operator Services detailed in Table 6.2.11.a.

Table 6.2.11.a Operator Services (M-O)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Operator assisted calls	Calls that are completed using an operator.		
Bidder's Description:			

The Contractor may offer the Operator Services detailed in Table 6.2.11.b.

Table 6.2.11.b Operator Services (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Foreign Language Operators	Operator assistance shall be provided in numerous foreign languages. Bidders are to list languages provided.		
Bidder's Description:			
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder's Description:			

6.2.12 CALLING CARD SERVICES (M-O)

Standard Calling Card services shall allow Customer Agency staff to dial a Toll Free number from anywhere in North America and most foreign countries to access the calling card service to place a call. Bidders are also to describe how the calling cards will be authorized in foreign countries. The Contractor shall provide standard calling cards and limited usage cards that are rechargeable and all calling cards shall have a magnetic strip. The countries to be priced are the United Kingdom, China, Japan, Spain, Switzerland, Brazil, Mexico, Canada, Israel, Korea, Germany, Italy, and France.

The services shall be billed on the Customer's regular monthly telephone bill and shall include the card number and the authorized End-User of record.

Orders over 500 will be classified as a Coordinated Project.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

The Contractor shall offer the Calling Card Services detailed in Table 6.2.12.a.

Table 6.2.12.a Calling Card Services (M-O)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Standard Calling Card	Calling card usage that is paid per call. Additional Per Minute rates as identified in Table 6.2.3.a apply.		
Bidder's Description :			
Limited Usage Calling Card	Calling card that is prepaid and is rechargeable. Per Minute fee for use.		
Bidder's Description :			
Limited Usage Calling Card (Recharge)	Recharge fee for renewal or recharge.		
Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Bidder's Description :			
Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location

The Contractor shall list all additional features and options offered for this service in the following table.

The Contractor may offer the Calling Card Services detailed in Table 6.2.12.b.

Table 6.2.12.b Calling Card Services (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Feature Packages	Allows cardholders the flexibility to choose features based at the Corp ID, account or cardholder level by assigning a "generic" feature package or by creating a "custom" package. The packages define the features cardholders have access to and the order they are listed in the voice instructions and on the card. Bidders are to list the packages available and the features included in each package	N/A	
Bidder's Description:			
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder's Description:			

6.2.13 CONFERENCING SERVICES (M-O)

6.2.13.1 Network Audio Conferencing (M-O)

Audio Conferencing over the network shall be provided as a standard feature. Basic Audio Conferencing shall consist of the following:

- Multiple port conferencing
- Meet-me conference-bridge
- Preset conferencing of pre-designated conferees

All Audio Conferencing services shall be available and functional to all subscribers within the service network. Contractor shall provide a means of connection for external subscribers (off-net) through a gateway service. Bidder shall describe these services and how network service Customers will be able to access and interact.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

The Contractor shall offer the network audio conferencing features detailed in Table 6.2.13.1.a.

Table 6.2.13.1.a Network Audio Conferencing Features (M-O)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Direct Dial, Basic Dial-In Meet Me Service (up to 6 ports)	Also known as “Meet-Me” service, participants (up to 6) dial a pre-established number to join the conference call.		
Bidder’s Description:			
Direct Dial, Dial-In Meet Me Service (up to 24 ports)	Also known as “Meet-Me” service, participants (up to 24) dial a pre-established number to join the conference call.		
Bidder’s Description:			
Direct Dial, Dial-In Meet Me Service (up to 48 ports)	Also known as “Meet-Me” service, participants (up to 48) dial a pre-established number to join the conference call.		
Bidder’s Description:			
Direct Dial, Dial-In Meet Me Service (up to 96 ports)	Also known as “Meet-Me” service, participants (up to 96) dial a pre-established number to join the conference call.		
Bidder’s Description:			

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Underutilization Fee	Fee associated with instances of Customer utilizing less than 80% of reserved ports on a Dial In Meet Me call.		
Bidder's Description:			
Cancellation Fee for Meet Me Services	Fee applicable only to any cancellation of Meet Me services (24, 48, or 96 ports) with less than 2 hours notice prior to scheduled conference.		
Bidder's Description:			
Direct Dial, Listen Only (Broadcast)	Participants are placed in a listen only mode on a direct dial call.		
Bidder's Description:			
Toll Free, Basic Dial-In Meet Me Service (up to 6 ports)	Also known as "Meet-Me" service, participants (up to 6) dial a pre-established toll free number to join the conference call.		
Bidder's Description:			
Toll Free, Dial-In Meet Me Service (up to 24 ports)	Also known as "Meet-Me" service, participants (up to 24) dial a pre-established toll free number to join the conference call.		
Bidder's Description:			
Toll Free, Dial-In Meet Me Service (up to 48 ports)	Also known as "Meet-Me" service, participants (up to 48) dial a pre-established toll free number to join the conference call.		
Bidder's Description:			
Toll Free, Dial-In Meet Me Service (up to 96 ports)	Also known as "Meet-Me" service, participants (up to 96) dial a pre-established toll free number to join the conference call.		
Bidder's Description:			
Toll Free, Listen Only (Broadcast)	Participants are placed in a listen only mode on a toll free call.		
Bidder's Description:			

The Contractor may offer the network audio conferencing features detailed in Table 6.2.13.1.b.

Table 6.2.13.1.b Network Audio Conferencing Features (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder's Description:			

6.2.13.2 Net Conferencing (M-O)

The Contractor shall provide and support net Conferencing. The service shall provide a graphical interface allowing data (text, documents, data or images) to be viewed, shared or collaborated on by participants via the Internet without the Requirement of purchasing additional Software. This service shall be available with standalone functionality or operate concurrently with Audio Conferencing calls. This service shall support Secure Sockets Layer (SSL) encryption.

Net Conferencing standard features are as follows:

- **Virtual Meeting Room** – Allows the host to view where the participants are seated
- **Meeting View** – Conference calls can be monitored via the Internet through online polling, Q&A, and chat functions
- **Meeting Transcript** – Enables the presenter to send out an email with all the meeting information, documents, notes, polls and questions
- **Edit Documents Real-Time** – Make real-time changes to documents while participants remain in 'view only' mode

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

The Contractor shall offer the Net Conferencing features detailed in Table 6.2.13.2.a.

Table 6.2.13.2.a Net Conferencing Features (M-O)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Reserved Net Conferencing	Requires advance reservation, provides the assignment of password to allow participants access. Allows the presenter to select which privileges each participant receives. Can be fully supported by a network attendant that can provide online help during the conference. Certain features are only available with Reserved Net Conferencing including Conference Coordinator and Net Conference Replay.		
Bidder's Description:			
Instant Net Conferencing	Instant Net Conferencing enables Customers to establish a Net Conference within seconds by using an established meeting number. This feature shall allow Customers to reuse the same meeting number, or set up new ones for better security.		
Bidder's Description:			
Conference Coordinator	Coordinator who will post text, data, documents or images for a reserved conference call.		
Bidder's Description:			
Net Conference Replay	Net Conference Replays record and synchronize the audio and data portions of the meeting. The Net Conference Replay is then available via the Internet. Net Conference Replays shall be viewable with a Real Player or Windows Media Player.		
Bidder's Description:			

The Contractor may offer the Net Conferencing features detailed in Table 6.2.13.2.b.

Table 6.2.13.2.b Net Conferencing Features (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder's Description:			

6.2.14 LONG DISTANCE NETWORK OPERATIONS AND MANAGEMENT

6.2.14.1 General Description (M)

The Contractor shall provide a long distance network that meets industry Standards. The Bidder shall provide a general description of its long distance network operations and management.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.14.2 Security (M)

The State expects stringent security Standards, based upon the transmission of confidential or sensitive data. Most security Requirements are based on the potential for fraud or disruption of State services if either a physical network or transmitted data were compromised.

The Contractor's shall commit to the following:

- Security Administration
- Physical site security
- Support of all current and future US Encryption Standards

A reference document is not required as a response to this RFP section. The Bidder's commitment to the Requirement above will be evaluated on a pass/fail basis only.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.14.3 Long Distance Network Disaster/Operational Recovery (M)

The Contractor shall comply with the Telecommunications Service Priority (TSP) Program, a Federal Communications Commission (FCC) mandate for prioritizing service requests by identifying those services critical to National Security and Emergency Preparedness (NS/EP) and be in compliance with all CPUC and FCC Requirements.

When applicable, DTS will have the option to prioritize the restoration of State service in the event of an emergency. Public safety Agencies, major data centers, Agencies with supporting roles during disaster or emergency operations, and Agencies with significant roles in post-disaster recovery have mission-critical needs to maintain network availability during disasters or emergencies.

It is essential that service be restored as soon as possible, and the services most critical to State operations remain operational during efforts to achieve full service recovery. The bidder shall describe their processes in detail to assure the continuity of telecommunications services for critical operations, producing the greatest benefit from remaining limited resources and achieving a systematic and orderly Migration toward the resumption of all contracted services.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

(This page was deleted as part of Addendum 25.)

6.2.15 GENERAL TRAINING REQUIREMENTS (M)

Effective orientation, training and education delivered across a broad range of Customers/End-Users and DTS/ONS staff are key to the success of the CALNET II Contract. This training is integral to Customer satisfaction and the efficient use of contracted services, and also to the State's conduct of Contract oversight and management.

Training shall be provided for:

- 1) **Transition Orientation and Training (of Customers/End-Users and the DTS/ONS)**—to the new Contract and training for the new or replacement services provided during the Transition (Sections 6.2.15.1 and 6.2.25.1).
- 2) **Contract Services Training**—for new or replacement services as ordered and provisioned throughout the Contract Term (Section 6.2.15.2).
- 3) **Management Training of DTS/ONS staff**—on the Contract management tools, systems, reports, invoices, and other pertinent Contract Requirements provided by the Contractor (Section 6.2.15.3).

General Considerations for all Training:

- All costs for training designated as mandatory in the RFP shall be factored in the Contract service rates.
- All training shall be conducted within 25 miles or less of Customer or DTS/ONS locations or as mutually agreed upon.
- Training is to encompass products, services, business applications (including ordering, provisioning, and invoicing systems), and technical aspects as applicable.
- All training to be conducted at the appropriate level predicated on Customer knowledge, Requirements, and complexity of services provided. This includes apprentice (fundamental), skilled (working understanding) and expert (highly skilled) levels. The appropriate skill levels needed shall be determined by mutual agreement between the DTS/ONS and the Contractor, and/or the Customer and the Contractor.
- The use of “web based” instructor-led or self-paced distance learning, or other arranged training mediums in lieu of classroom or live site training, may be provided by mutual agreement with the DTS/ONS and/or the Customer.
- For complex services, where specialized expertise and knowledge is required to conduct Contract oversight responsibilities by DTS/ONS staff, training shall consist of small instructor-led hands-on workshops where processes are demonstrated and the trainees replicate the processes presented, along with

providing the trainees an appropriate level of knowledge and understanding of the services and products presented. Training shall be conducted in Sacramento at locations mutually agreed upon.

- Transition Orientation and Training core curriculum, materials, schedule and other pertinent data shall be identified and provided as part of the Transition-In Plan (see Section 6.2.25.1).
- All other categories of training shall be described in the Training Plan submitted in response to the RFP Requirements (See Section 6.2.15.5).

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.15.1 Transition Orientation and Training (M)

Customer/End-Users

The Contractor shall offer and provide initial orientation to all Customer/End-Users of the Contract. Contractor shall also offer training for new or replacement services provided during the transition.

The content, method and amount of orientation shall be detailed in the Transition-In Plan. After award, the plan shall be reviewed and the final Transition Orientation and Training shall be as mutually agreed between the Contractor and the DTS/ONS.

The Contractor shall provide reasonable modifications as requested by a Customer if needed to suit their business needs.

The Transition Orientation and Training shall be held at the Customer's premises except for those services that are not conducive to on-site training, or for which grouped (multiple Agency) sessions would be more efficient, and would not negatively impact the training experience.

Customer/End-Users Transition Orientation and Training shall include, but is not limited to the following:

- Use of voice services and Contractor provided Equipment
- Administration and use of call management systems (i.e., ACD, IVR, SCR, ACD MIS, etc.)
- Administration and use of messaging services
- Invoicing system(s) and processes
- Centralized ordering and trouble reporting processes
- Identification, application, and Contract Requirements of Service Level Agreements

DTS/ONS

Contractor shall offer and provide to the DTS/ONS, Transition Orientation and Training for the Contract administrative responsibilities (i.e., management tools, reporting and invoicing processes and methods) and training for new or replacement services provisioned during the Transition-In, as requested.

The content, method and amount of general orientation and for new or replacement services for DTS/ONS shall be detailed in the Transition-In Plan. After award, the plan shall be reviewed and the final Transition Orientation and Training shall be as mutually agreed between the Contractor and the DTS/ONS.

The DTS/ONS shall have the right to require reasonable modifications if needed to suit its business needs.

The Transition Orientation and Training shall be held at the DTS/ONS premises except training that is not conducive to on-site training, as determined by DTS/ONS.

DTS/ONS Transition Orientation and Training shall include, at a minimum:

- Proposed products and services and general operational Requirements
- Use of voice services and Contractor provided Equipment
- Administration and use of call management systems (i.e. ACD, IVR, SCR, ACD MIS, etc.)

- Overview of Contract Requirements and Appendix B, Model Contract Language
- Contractor business practices and procedures, and Customer service expectations
- Transition-In planning and implementation
- Contract management tools, reports, administrative systems and processes
- Invoice systems and processes
- Centralized ordering and trouble reporting processes
- Network administration, trouble-reporting systems, or network viewing applications or systems
- Identification, application, and Contract Requirements of Service Level Agreements

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.15.2 Contract Services Training (M)

Contractor shall provide training to Customers and End-Users for new or replacement services provisioned during the Contract.

Training shall be provided as part of the standard service order implementation process. The Customer shall have the right to request modifications based upon their business needs. Refresher training shall be available for Contractor installed services. The content, method and amount of training for new or replacement services shall be part of the ongoing Training Plan as outlined in Section 6.2.15.5. Additional types of training may be proposed besides those outlined below.

The training shall be held at the Customer's premises except for those services that are not conducive to on-site training, or for which grouped (multiple Agency) sessions would be more efficient, and would not negatively impact the training experience as determined by DTS/ONS.

Contract Services Training shall include, but is not be limited to, the following:

- Use of voice services
- Administration and use of call management systems (i.e. ACD, IVR, SCR, ACD MIS, etc.)
- Administration and use of messaging services
- Invoicing system(s) and processes
- Centralized ordering and trouble reporting processes
- Identification, application, and Contract Requirements of Service Level Agreements
- Overview of Contract Requirements and Appendix B, Model Contract Language

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.15.3 Contract Management Training (M)

Contractor shall provide Contract Management Training on the terms and conditions and Requirements of the Contract which will enable the DTS/ONS to acquire and maintain expertise with the Contract services, related business systems, and the management tools to monitor, document and administer the Contract on an ongoing basis. This includes delivered services, invoicing systems, service performance, assess and identify fiscal management issues, and perform other required Contract oversight functions.

The training shall be held at the DTS/ONS premises unless otherwise mutually agreed upon. The training shall be provided to DTS/ONS staff assigned Contract oversight responsibilities and shall be made available at the apprentice, skilled, and expert levels. The content, method, proposed skill level, and frequency of training shall be mutually agreed upon between the Contractor and the DTS/ONS, and included in the Training Plan as outlined in Section 6.2.15.5. Additional training may be proposed in addition to those outlined below.

Contract Management Training shall include, but is not limited to, the following:

- Proposed products and services and general operational Requirements
- Use of voice services and Contractor provided Equipment
- Administration and use of call management systems (i.e. ACD, IVR, SCR, ACD MIS, etc.)
- Administration and use of messaging services
- Overview of Contract Requirements and Appendix B, Model Contract Language
- Contractor business practices and procedures, and Customer service expectations
- Transition planning and implementation
- Contract management tools, reports, administrative Systems and processes
- Invoice systems and processes
- Centralized ordering and trouble reporting processes
- Various management reports and corresponding Software applications
- Network administration, trouble-reporting systems, or network viewing applications or systems

- Identification, application, and Contract Requirements of Service Level Agreements

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____page_____paragraph_____

Description:

6.2.15.4 Classroom/Seminar Education Training (D)

Many State and local government agencies have staff assigned to telecommunications responsibilities without core competency in telecommunications fundamentals. It is the State's desire through the RFP to make basic telecommunications education and training available thorough classroom, seminar, or web-based venues.

The Contractor may offer education and training for Customers to obtain basic knowledge and skills in voice and data telecommunications technologies and general business systems and management tools. Training shall generally be offered at the novice level providing students with basic knowledge and understanding of the subject matter. Curriculum may include topics applicable to courses and may be modified to meet specific agency requirements.

Examples of Education and Training curriculum may include, but are not limited to, the following:

- Introduction to Voice and Data Telecommunications
- Introduction to VoIP Technologies and Services
- Introduction to Network and/or Telecommunications Service Management Tools

- The content, method, and frequency of training shall be mutually agreed between the Contractor and DTS/ONS and included in the Training Plan as defined in Section 6.2.15.5.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

Contractor may provide the classroom and seminar education and training described in table 6.2.15.4.

Cost Table 6.2.15.4 Classroom/Seminar Education and Training (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Bidders are to provide all classroom training and seminars offered			
Bidder's Description			
Bidder's Description			
Bidder's Description			
Bidder's Description			
Bidder's Description			
Bidder's Description			

6.2.15.5 Training Plan (M)

In response to the RFP the Contractor shall provide a Training Plan that includes all offered General Training Requirements except for the Transition Orientation and Training which shall be included in the Transition-In Plan as referenced in Sections 6.2.5.1 and 6.2.25.1. The Training Plan shall include, but is not limited to the following:

- Description for each category of training; identify who will conduct the training, what methods would be used, the training content, the collateral materials, the frequency, and the proposed locations.
- Include how the Contractor expects to maintain communication with the DTS/ONS to help ensure effective Contract education and training on an on-going basis
- Include any other pertinent information the Bidder wishes to offer

In addition to the foregoing, the Training Plan:

- Shall be finalized within 30 calendar days after Contract award. The submitted Training Plan shall be reviewed by DTS/ONS. Final training course curriculum and content, attendee reports, marketing of training classes, schedules, and other related activities shall be jointly coordinated with the Contractor
- The final Training Plan shall be as mutually agreed between the Contractor and DTS/ONS. The DTS/ONS shall have the right to request reasonable modifications if needed to suit business needs

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.15.6 Training Oversight & Coordination (M)

The DTS/ONS may assign Training Coordinator(s) to work with the Contractor. Where applicable, the Coordinator(s) may work with the Contractor to provide input on the training content, attend and/or observe training to monitor participation and student evaluation to the training, address questions directed to DTS/ONS, and to reinforce the team effort between the Contractor and the State.

The Contractor shall provide the Training Coordinator(s) access to the Contractor's training processes and content, including collateral training and marketing materials to help ensure that the State and the Contractor's employees and sub-contractors are provided the same information regarding the content of the Contract and of the required training. This will also help reinforce the team effort between the Contractor and the State to our Customers. See also Section 6.2.18.5, Marketing Requirements.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.16 OTHER SERVICES

6.2.16.1 Cable and Wire Services

The CALNET II Contract Module 1 includes provisions for simple inside wiring services specifically associated with provisioning of CALNET II long distance or network ACD, and services related to hourly support. These services are described below.

6.2.16.1.1 Extended Demarcation Wiring Services (M-O)

The Contractor shall provide Extended Demarcation (Extended Demarc) wiring to support the services covered by this RFP Section 6.2.16.1.1 for all Customer occupied buildings where services under this Contract are being offered. Extended Demarc wiring includes wire/cable related activities required to extend the demarcation point to the Customer defined termination location or cross-connect point from the Contractor's MPOE. Extended Demarc wiring shall include the necessary wire/cable, connectors, jumpers, panel, and jack. Extended Demarc wiring shall also include associated trouble shooting, testing and labeling. Extended Demarc wiring is limited to the following:

- Installation of cabling for extending services from the MPOE location to the Customer's point of utilization.
- Installation of cross connects or rearrangement of existing jumpers.
- Identification and testing of existing cabling beyond the MPOE to the Customer's Equipment location.
- Installation intervals shall be in accordance with the timeframes identified for the services that this cabling will support, and shall be subject to the SLAs associated with that service.

The Contractor shall not be required to complete Extended Demarc wiring from the MPOE to the extended Demarc location if:

- The wire/cable pathway is blocked, and cannot be cleared without significant effort or damage to the Customer site.
- The wire/cable pathway is in an asbestos or other environment hazardous to the Contractor's personnel, or where such work would be hazardous to the public or to the Customer's staff.
- Upon written release provided by either the Customer or by DTS/ONS.

The Contractor shall provide a price in Section 7 (Costs) for all labor and materials required for Extended Demarc wiring necessary to complete the provisioning of one Demarc extension as described in Section 6.2.16.1.1. Contractor shall provide one price for each media identified.

Wiring will be installed according to industry Standards and cabling recommendations published in the State Telecommunications Management Manual (STMM), Facilities Management Chapter,

Uniform Building Cabling/Wiring current at the time of this RFP and as periodically updated by DTS/ONS. Additionally, all wiring installation and maintenance activities will be in accordance with all applicable EIA/TIA, BICSI, and ITU-T recommended standards current at the time of installation or maintenance.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

The Contractor shall offer the wiring services for extended demarcation detailed in Cost Table 6.2.16.1.1.

Cost Table 6.2.16.1.1 Extended Demarcation Wiring Services (M-O)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Extended Demarcation - Copper	Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment as described above.		
Bidder's Description			
Extended Demarcation - Copper 25 Pair	Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment as described above.		
Bidder's Description			
Extended Demarcation - Optical Fiber Link	Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a fiber trunk or trunking equipment as described above, Strand count required to provision one/each service only.		
Bidder's Description			

6.2.16.1.2 Station Wiring Services (D)

The Contractor shall provide station wiring services to support the services covered by RFP Section 6.2.16.1.2 for all Customer-occupied buildings where services under this Contract are being offered. Station wiring includes wire/cable related activities required to install horizontal station cabling from the Customer's distribution location or Horizontal Crossconnect (HC) to the Customer defined station location. Station wiring shall include the necessary wire/cable, connectors, jumpers, panel, and jack. Station wiring shall also include associated trouble shooting, testing and labeling. Horizontal station wiring is limited to the following:

- Installation of cabling for extending services from the HC to the Customer's station location.
- Identification and testing of existing cabling.

The Contractor shall not be required to complete Station wiring if:

- The wire/cable pathway is blocked and cannot be cleared without significant effort or damage to the Customer site.
- The wire/cable pathway is in an asbestos or other environment hazardous to the Contractor's personnel, or where such work would be hazardous to the public or to the Customer's staff.

The Contractor shall provide a price in RFP Section 7 (Costs) for all labor and materials required for horizontal station wiring necessary to complete the provisioning as described in this Section. The Contractor shall provide one price for each media or task identified.

Wiring shall be installed according to industry Standards and cabling recommendations published in the State Telecommunications Management Manual (STMM), Facilities Management Chapter, Uniform Building Cabling/Wiring, current at the time of this RFP and as periodically updated by DTS/ONS. Additionally, all wiring installation and maintenance activities will be in accordance with all applicable ANSI/TIA/EIA, BICSI, and ITU-T recommended standards current at the time of installation or maintenance.

One exception to the above standards is the ANSI/TIA/EIA 568-B.2 requirement of installation of a minimum of multiple (2) cables per location. Customers shall have the option of installing one cable at each location if desired.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

The Contractor may offer the wiring services for Station Cabling as detailed in Cost Table 6.2.16.1.2.

Cost Table 6.2.16.1.2 Station Wiring Services (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Station Cabling – Horizontal Copper Cat 5e	Wiring services for extending services from the Customer's Horizontal Crossconnect location to the Customer's station location utilizing one 4-pair Category 5e CMP UTP.		
Bidder's Description			
Station Cabling – Horizontal Copper Cat 6	Wiring services for extending services from the Customer's Horizontal Crossconnect location to the Customer's station location utilizing one 4-pair Category 6 CMP UTP.		
Bidder's Description			
Station Cabling – Horizontal Optical Fiber-IEEE 802.3Z	Wiring services for extending services from the Customer's Horizontal Crossconnect location to the Customer's station location utilizing one 2-Strand Multimode 62.5/125 or 50.125 um optical fiber cable for speeds not greater than 1 Gbps (IEEE802.3Z). CMP rated.		
Bidder's Description			

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Station Cabling – Horizontal Copper - Identify, Test and Label	Wiring services to identify, test, and label existing horizontal station wiring per single station location.		
Bidder's Description			

6.2.16.1.3 Inside Wiring Services (D)

The Contractor shall provide inside wiring services to support the services covered by RFP Section 6.2.16.1.3 for all Customer occupied buildings where services under this Contract are being offered. Inside wiring includes labor and material for wire/cable related activities not specifically defined in Section 6.2.16.

In the cost table of Section 7, the Contractor shall provide a fixed hourly-rate schedule for identified labor classifications.

Bidders may identify any and all materials required for provisioning of this service in the unsolicited features section.

Wiring will be installed according to industry standards and cabling recommendations published in the State Telecommunications Management Manual (STMM), Facilities Management Chapter, Uniform Building Cabling/Wiring, current at the time of this RFP and as periodically updated by DTS/ONS. Additionally, all wiring installation and maintenance activities will be in accordance with all applicable ANSI/TIA/EIA, BICSI, and ITU-T recommended standards current at the time of installation or maintenance.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

The Contractor may offer the inside wiring services as detailed in Table 6.2.16.1.3.

Cost Table 6.2.16.1.3 Inside Wiring Services (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Station Cabling– Installer-Inside Wiring	Labor only; Installer properly trained to install cabling related to station cabling as identified in this section.		
Bidder's Description			
Station Cabling– Technician-Inside wiring	Labor only; Technician properly trained at an expert level for installation, termination, testing, and troubleshooting of copper wiring related to station cabling as identified in this section.		
Bidder's Description			
Station Cabling– Technician-Optical Fiber-Inside Wiring	Labor only; Technician properly trained at an expert level for installation, termination, testing, and troubleshooting of optical fiber cabling related to station cabling as identified in this section.		
Bidder's Description			
Design Engineer	Labor only; BICSIRCDD Certified Design Engineer		
Bidder's Description			

6.2.16.2 Services Related Hourly Support (M-O)

The Contractor shall provide labor for the diagnosis of services listed in this Contract. Work performed under this Section 6.2.17.2 is authorized only for situations where the Contractor has dispatched personnel to diagnose a service problem that turns out to be caused by factors outside the responsibility of the Contractor (e.g., Network Interface Units/ circuit terminations, etc.)

In the cost table of Section 7, the Contractor shall provide a fixed hourly rate schedule for labor classifications common to the diagnosis of contracted services.

The rates identified shall only be used for the diagnosis of contracted services and no materials shall be identified.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

The Contractor may offer emergency restoration services as detailed in table 6.2.16.2.

Table 6.2.16.2 Services Related Hourly Support (M-O)

Labor Classification Name	Classification Description	Meets or Exceeds? Y/N	Document/ Location
Field Technician	Field technician properly trained to an expert level for the service being dispatched.		
Bidder's Description:			

6.2.17 REQUIRED CUSTOMER PREMISE EQUIPMENT (CPE) (M-O)

Contractor shall provide Customer Premise Equipment (CPE) under the CALNET II only to support the specific network services provided under this RFP Section 6.2 (Module 2) at the prices provided by the Bidder in Section 7 for the associated Services and features (CPE prices are to be included in the Service or feature price).

Bidder may specifically list additional CPE and must identify the service it supports in the Unsolicited features section. Inclusion of additional unsolicited CPE on the Contract will require the approval of DTS/ONS. Bidder is to list a set percent discount of the Manufacturer's current Suggested Retail Price (MSRP). Bidder is obligated to offer that same discount to equipment that may have future upgrades, reconfigurations, new models, etc.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

Contractor may offer exclusively available Equipment required for the Transition as described in table 6.2.17. Note: DTS/ONS reserves the right to include or exclude any of the items offered below in the final Contract.

Table 6.2.17 Proprietary Equipment (M-O)

	Manufacturer	Model Number	Meets or exceeds? Y/N	Reference document and location
1				
	Bidder's description:			
2				
	Bidder's description:			
3				
	Bidder's description:			
4				

	Bidder's description:			
5				
	Bidder's description:			
6				
	Bidder's description:			
7				
	Bidder's description:			

6.2.18 END-USER SUPPORT (M)

This section describes the support responsibilities of the Contractor and DTS/ONS for activities related to Customer acquisition of telecommunications services as defined in this RFP. The Bidder's response must demonstrate its understanding of each Requirement and submit a business model that details the strategy, staff, and resources that will be used to meet Requirements. A statement of understanding or commitment to meet or exceed is not sufficient.

6.2.18.1 General Requirements (M)

This document specifically identifies services provided through the Contract that have been approved (contracted) with individual pricing and specific feature definition. Additional service items not itemized, priced, and defined must be submitted with pricing and service definition to DTS/ONS and approved by DTS/ONS and the Department of General Services before the service can be provisioned through this Contract.

The DTS/ONS will oversee the use of the Contract by Customers, and will delegate authority to Agencies to submit requests for certain services directly to the Contractor. The DTS/ONS may also designate some services, such as Network ACD, as non-delegated and require DTS/ONS review and approval prior to Agency acquisition. The DTS/ONS will use Contractor provided management reports and periodic random Agency audits to monitor and administer Contract compliance.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document _____

location _____ *page* _____ *paragraph* _____

Description:

6.2.18.1.1 General DTS/ONS Responsibilities

The DTS/ONS has broad authority and oversight for State telecommunications, particularly the Contract that will result from the award of this RFP. The DTS/ONS considers the best interests of the State as a whole when making decisions and determining its strategies. This includes focus on those policies and activities that emphasize the State's core competencies, "economy of scale" impacts, and other related concerns as outlined in the CALNET II Vision in Section 4. These activities and knowledge include, at a minimum:

- Continuous review and where possible, renegotiation of Contract pricing based on periodic monitoring of industry pricing strategies and related factors
- Contract management oversight to monitor effectiveness, and to audit Contractor adherence to Contract Requirements
- Assess operational Requirements of State Agencies to help eliminate unnecessary telecommunications related redundancies and duplication of effort between State Agencies
- Provide administrative management for Contract(s), policies, directives, Standards, and augmentation of new services
- Make decisions on Agency requests for approval for exemptions to existing contracts, and on delegation requests
- Respond to service issues beyond the scope of the Contract
- Perform periodic audits of State and local governmental Agency bills to ensure accuracy based on the terms and conditions of the Contract and to ensure cost effectiveness of service selection for Agency application

6.2.18.1.2 Contractor's General Responsibilities (M)

As associated with the services to be provided, Contractor will, at a minimum and at no cost to the State:

- Provide staff to perform as the principal business and technical resource for information on pricing, features, and feature interactions/restrictions. This staff shall be available on demand by telephone and to participate in meetings to answer questions about contracted services. Contractor will ensure that Contractor's staff, including subcontractors and Affiliates, are trained on Contract services and are knowledgeable on Contract terms and conditions
- Provide Documentation/reports in a timely manner as requested on pricing, features, feature interactions/restrictions and other information related to management of the Contract
- Use the State database of Agency designated Agency Telecommunications Representatives (ATRs) to determine their fiscal authority to order service
- Provide sufficient staff and resources throughout the Term of the Contract consistent with the terms and conditions
- Where specific Requirements in Sections 6.2.18.2, 6.2.18.3 and 6.2.18.4 calls for mutual agreement between the Customer and Contractor and agreement is not reached, the Contractor shall contact DTS/STND for final decision

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.18.2 Planning (M)

Contractor shall, at a minimum and at no cost to the State:

- Perform overall planning coordination activities related to service implementation
- Provide End-User station reviews to optimize the structure and Implementation Planning detail for selected Contract services as mutually agreed upon if necessary for Service(s) ordered
- Provide, and update as necessary, a project plan detailing all resources (cost, staff, etc.), scope (tasks), and scheduling (with constraints) necessary to implement service as mutually agreed upon if necessary for Service(s) ordered
- Provide information to the Agency regarding proprietary Equipment that must be purchased separately

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.18.3 Design (M)

Contractor shall, at a minimum and at no cost to the State:

- Collect information and conduct End-User station reviews and complete associated service request documents as mutually agreed upon if necessary for Service(s) ordered
- Provide design recommendations and critical feature interactions with Documentation to the Agency for review as mutually agreed upon if necessary for Service(s) ordered
- Analyze Agency service requests and determine facility Requirements
- Determine network interconnection Requirements of service requests
- Determine the required functions to perform transmission, distribution, and switching applications

- Determine required network management applications and interface Requirements

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.18.4 Provisioning and Implementation Requirements (M)

Customers will place service orders through electronic means, or by direct ordering/provisioning of services procured from this Contract. Customer posted electronic service orders shall be processed on a less than one-day cycle.

Contractor shall, at a minimum at no cost to the State:

- Provide the State with a means to order services as described in Sections 6.2.21.1 and 6.2.24.4
- Perform all activities associated with the receipt, logging, task identification, scheduling, and completion notification of Agency service requests
- Develop and enter data, and maintain an inventory of Contracted services to support the tools and reports described in Section 6.2.23 and 6.2.24
- Provide an electronic means of receiving valid service orders from agents of authorized Customers
- Provide a means to validate that the Customer is authorized to initiate a service request based on the current ATR master file
- Provide a positive acknowledgment of receipt of a valid Customer service request
- Provide status information to Customers on the progress of service requests initiated by the Customer

- Provide DTS/ONS with service implementation management reports that include, at a minimum, a listing of requests and the implementation interval for each request as described in Section 6.2.22.3.4
- Define the necessary interface Requirements for existing End-User CPE to connect to the Contractor-provided services
- Perform a site inspection of End-User location prior to implementation of service to ensure there is an adequate environment for the new service as mutually agreed upon if necessary for Service(s) ordered
- Coordinate the service installation with the End-User contact as identified by the Agency ATR. This includes scheduling, hosting, coordinating, and documenting minutes of coordination meetings as appropriate
- Develop comprehensive Implementation Plans and schedules that minimize disruption of the current End-User's telecommunications System
- Prepare service acceptance plans that specify Requirements for functional testing, load testing, and cutover testing of Contractor provided services as mutually agreed upon if necessary for Service(s) ordered
- Provide DTS/ONS staff web access for service activity monitoring

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.18.5 Marketing Requirements (M)

The DTS/ONS will approve all Contractor's CALNET II marketing materials and, at DTS/ONS's discretion, will be present on marketing calls to Agencies. Contractor shall employ industry accepted marketing practices to inform Agencies of the availability and benefits of contracted services. Contractor will submit marketing plans for approval within 90 calendar days of Contract award and annually thereafter, except as described below. There will be no cost associated with the collaborative marketing plans, and the marketing plans will include, at a minimum, the following provisions:

- Contract-marketing activities are limited to the approved contracted services
- As part of its contractual obligation to assist Agencies in business planning, the Contractor may discuss technology applications or solutions with Customers. The Contractor shall not present services that are not available on the Contract in a manner that implies to the Customer the service will be made contractually available. If Contractor is unsure on the status of proposed services it has submitted to the State for consideration, or if a service will qualify for inclusion on the Contract, the Contractor shall contact DTS/ONS for clarification
- Marketing brochures and materials for contracted services must be approved by the DTS/ONS prior to distribution
- Joint State/Contractor planning and training and State verification that validates that marketing representatives have been trained on Contract services, and knowledgeable on Contract terms and conditions
- Detailed monthly Customer profiles which include Agency identification, Customer (End-User) service locations, service types (by service identifier number), billing telephone number, quantity per service type/minutes as applicable, phone numbers. Reports will be submitted in accordance with Section 6..2.23.2
- Detailed monthly reports on Contract usage for State and local government. Reports will be submitted in accordance with Section 6.2.23 and 6.2.24
- Establishing a joint forum, within 90 calendar days of Contract award and annually thereafter, for Contractor and DTS/ONS market planning to enhance Contract utilization. DTS/ONS or Contractor may convene a marketing forum to address marketing planning
- Marketing plan must ensure compliance with terms and conditions of the Contract

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.19 INVOICING SERVICES (M)

Contractor shall provide invoices and supporting reports for all of the products, services, and features provided for CALNET II. Invoices will be provided in multiple media and in accordance with the formats described in this Section 6.2.19.

Contractor will be responsible for the accuracy, timeliness, and content of the invoices from Contractor's subcontractors and business partners.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.19.1 Invoicing System for Voice Services (M)

Contractor shall provide a billing System that produces invoices that are accurate and easy to verify by Customers in a timely manner. The Contractor shall be responsible for the coordination with business partner's and subcontractor's invoice Systems. The Contractor will establish processes and procedures to avoid order entry errors on adds, changes, or deletes and any other pertinent data. Invoices shall include accurate service types, quantities, dates of service, Contract rates, and any other pertinent data. The invoices shall also include descriptive itemized charges, specific descriptions of charges. The Contractor shall render individual bills directly to any Agency that is authorized to use the Contract by DTS/ONS no later than 15 Business Days after the end of the billing cycle.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.19.1.1 Invoicing System Requirements (M)

The Contractor's billing System shall include, at a minimum, the following:

- Availability of invoices via paper and electronic form (on CD-ROM and web based posting) _____
- Availability of both consolidated and individual invoices, broken down by divisions, offices, accounting centers, or services within the department
- Upon receipt of a service disconnect request the closing bill details shall be generated on the next billing cycle
- Ability to charge for a previous month(s) service and provide the accurate dates of service
- Invoice summary reports
- Ability to add new services and invoice accurately
- Automatic internal bill back. (Using an account code assigned to a Customer, project, division, etc., the person dialing a long distance call must enter a code so the 'call accounting System' can calculate and report on the cost of that call at the end the month or designated time period)
- The Contractor shall provide Customers with the option to receive and pay monthly billing for contracted services via electronic transmission following the American National

Standards Institute (ANSI) standard format for telecommunications invoicing

- Once a service is implemented and accepted, charges shall be applied no later than the next billing cycle
- Provide a toll free number for contracted services billing related questions and/or adjustments. Contractor staff must be knowledgeable with the contracted Service Rates and applicable terms and conditions of the Contract to effectively respond to Customer billing inquiries

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.19.1.2 Flexible Billing Cycles (D)

The Contractor's billing System may include any of the following Desirable features at no additional cost:

- Flexible billing cycles

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.19.1.3 Addition of New Fields (D)

Contractor may add new fields to any section of the invoice upon request from DTS/ONS.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.19.1.4 Automated Refund (D)

Contractor may provide an automated refund issuance when a service discontinuation occurs and there is a remaining credit balance. Customers shall not be responsible for refund initiation and the refund is to be reflected on the same account number of invoice. Refunds shall be issued to Customer within 60 calendar days on the date of account closure.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.19.1.5 Customer Management Software (D)

Contractor may provide a Software program for Customer billing data analysis and management reporting.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.19.1.6 DTS/ONS Report Management (D)

DTS/ONS to have the capability to run management reports from the invoicing System (primarily inventory, rebates, and monitoring accuracy of the invoicing).

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.19.1.7 Invoice Content Requirements (M)

The Contractor's invoices shall include the following:

- Specific and detailed descriptions that identify the debits and credits applied to an invoice
- Call Usage detail
- Legends of all invoicing codes and line items
- Itemized list of monthly recurring service charges and non-recurring charges
- Ability to accommodate SLA rebates with a clear description (amount of rebate, type of rebate, ticket #, phone number, and dates)
- "Current Charges" identified on the first page of the invoice will reflect the Contractor's expectation for payment. All debits and credits posted to the current invoice shall equal the "Current Charges"
- Invoice remittance page must include previous charges (amount of last bill, payments, credits & adjustments, and unpaid balance), current charges and Total Amount Due
- Reference the State's service request (STD.20) number or the local government's purchase order number (PON) for related order activity
- Contractor will add to invoices all applicable federal, state, and local tax and surcharges as allowed by this Contract
- Provide cross-reference detail (when applicable)
- Contract Number

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.19.1.8 General Invoice System Requirements (M)

Contractor shall generate invoices that are accurate and verifiable to DTS/ONS's satisfaction based on contracted rates, including administrative fees, services taxes, fees, surcharges, and surcredits and produce the required DTS/ONS management reports. Contractor may be required to demonstrate this ability during the Demonstration phase of this RFP and in accordance with Section 10. In addition:

- The amount of the late payment charge shall be as set forth in the Government Code Section 927.6 and 927.7. Any late payment charge shall be identified in the next month's invoice and shall be included in the next applicable payment by the State or any authorized End-User
- Late Payment Fees shall not be assessed less than the timeframes set forth by law in the California Prompt Payment Act, Government Code Sections 927 et seq. DTS/STND will work with the Awarded Bidder and State Controllers Office to develop a process to validate late payment fees. The Awarded Bidder will be responsible for providing proof that a late payment fee is valid.
- Should the State or any authorized End-User dispute, in good faith, any portion of the amount due, the State or any authorized End-User shall notify the Contractor in writing of the nature and basis of the dispute as soon as possible. In the event the dispute is not resolved prior to the due date, the State or any authorized End-User may deduct the disputed amount from the amount due. No late payment charges shall apply to the disputed amount. The parties agree to use their best efforts to resolve disputes in a timely manner
- The State shall not be subject to monthly minimum usage charges for any contracted service, unless specifically approved by DTS/ONS
- Charges for a fraction of a calendar month shall be computed at the rate of 1/30 of the applicable total monthly charge, for each day the service was provided
- Agencies will have the option to choose their invoice media type free of charge. If more than one media type is chosen a charge may be applied for the additional copies of the invoices. If the Customer chooses the CD or web based posting to be their media type, the Contractor must issue a paper remittance slip free of charge so Agencies may submit it to the State Controllers Office along with their payment. The Contractor's subcontractors are required to provide web and CD based options

- The State shall only be subject to those service taxes, fees, surcharges, and surcredits approved in accordance with Appendix B, Model Contract Language, Section 60. Approved taxes and surcharges will be individually listed and displayed on invoices from the Contractor and subcontractors
- Non-contracted services on the Customer invoice will be identified by unique identifiers or other methodology agreed to by DTS/ONS
- Services/features offered under this Contract shall include unique identifiers. In instances where permanent unique identifiers have not been assigned, the Contractor agrees to assign temporary unique identifiers to facilitate identification of billed Services on Customer invoices
- Contractor shall inform DTS/ONS and Customers in writing when temporary unique identifiers are assigned
- DTS/ONS requires all usage based services be billed in six second increments or less

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.19.2 Fraud Detection and Monitoring Services (M)

The Contractor shall provide a Fraud Detection and Monitoring Services available for near real time information for analysis on a 24x7 basis that is consistent with industry common “best” practices for fraud detection for services identified in this section. The Contractor shall provide its definition of fraudulent activities associated with these services. The Contractor will provide detailed

Documentation on criteria used to identify fraudulent activity and Customer notification. The Contractor's Fraud Detection and Monitoring Services shall include provisions for working with DTS/ONS and Customers to define parameters for fraud detection, Customer awareness and education, and a Customer fraud manual that identifies algorithms that alert and identify suspicious calling.

The Contractor shall provide fraud detection, prompt Customer notification, and corrective action programs to reduce the State's vulnerability to fraudulent activities. The Contractor shall offer a program to assist Agencies with identifying suspect calling patterns that may constitute abuse or improper use of State telecommunications services. For the purpose of this Contract, Fraud is considered the theft of services or deliberate misuse of voice networks by perpetrator's whose intention is to avoid or reduce charges that would have been legitimately applied to them. CALNET II Customers shall not be responsible for costs of services associated with fraudulent usage. Examples of fraud include:

- Collect Calls to Call Office
- Booked Calls from Call Office
- Stolen Line
- Call Back Operators
- Long Call Duration Calls or numerous inbound Toll Free calls
- Excessive Short Inbound Call Duration Calls
- Unauthorized Toll Free Inbound and Outbound Calls

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.19.3 Back Billing (M)

The Contractor shall be limited to 12 months of back billing on all services ordered under the Contract, including conversion projects. Invoices presented more than 12 months after the acceptance of the service order or conversion project will not be considered valid and will not be processed for payment.

The Customer shall be entitled to billing credits for up to three (3) years from the time of invoice billing date. Contractor shall issue credits within 60 days of customer notification.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.19.4 Invoice Audits (M)

6.2.19.4.1 Audits (M)

DTS/ONS and the Department of General Services shall have the right to inspect copies of any entity's (State Agency or local government) bill records for the purpose of auditing Contract rate compliance. Contractor shall provide billing records within 30 calendar days of receipt of request from DTS/ONS or the Department of General Services.

By State Administrative Manual policy, State Agencies are required to retain records until an audit is performed or for four years whichever comes first. Contractor agrees to maintain records for possible audit for a minimum of four (4) years after final payment and five (5) years for e-rate funded projects, unless a longer period of records retention is stipulated or required by law. Contractor shall provide duplicate copies of bills and supporting detail up to four years in arrears at no fee to the State or Agency.

Under certain and special conditions, Contractor shall provide State auditing and/or investigative Agencies (e.g.; Department of General Services, Bureau of State Audits, Department of Justice, court orders, etc.) with copies of billing records without a billed State Agency's authorization for audit purposes at no fee to the State or Agency.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.19.4.2 Contractor Invoice Audit Responsibility (M)

The Contractor shall respond to DTS/ONS requests for billing verification at the Contractor's expense within 30 calendar days of receipt of request. The verification process will include providing issue/action logs and statistics to DTS/ONS as well as each Agency associated with the invoice(s) in question. Formal audits may be requested in accordance with the terms and conditions set forth in the Contract.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.19.5 Administrative Fee Collection (M)

The Contractor shall, on behalf of DTS/ONS, bill and collect a Contract administrative fee as determined by DTS/ONS for any and all contracted services ordered under this Contract. This fee shall be included within the amount charged to those Agencies obtaining service from the new CALNET II Contract. DTS/ONS may consider applying percentages and/or flat rates, or a combination thereof, to services as alternative methods. The final determination shall be made by DTS/ONS.

The Contractor shall remit payment to DTS based on the administrative fees billed to Agencies, no later than 60 calendar days after the end of each calendar month that a bill is rendered. For example, administrative fees billed for services on a January invoice shall be paid to DTS/ONS by March 30th. The payment shall be remitted on a monthly basis at no additional cost to DTS/ONS. The Contractor shall also provide detailed reports on administrative fees billed as defined in Fiscal Management, Section 6.2.23.2.2 DTS/ONS Detail of Services Billed Report and Section 6.2.23.2.3 DTS/ONS Detail of Services Billed By Agency Report and shall provide the reports at the same time the electronic fund transfer notification is received. Both the reports and the

administrative fee the electronic fund transfer notification must be received to satisfy the administrative fee collection process Requirement. The administrative fee reimbursement amount shall appear on the fiscal management reports.

Where the Contractor must make adjustments to administrative fee monies, the Contractor shall submit reports equivalent to the reports in Fiscal Management, Section 6.2.23.2.2 and 6.2.23.2.3 to substantiate such adjustment. The amount may be adjusted on a subsequent reimbursement payment.

The Contractor is required to remit administrative fee revenues to DTS/ONS for as long as the Contractor provides services that are ordered under the Contract. This includes the Contract Term and transition period to new Contract services.

Service Level Agreements (SLA) will apply if administrative fee payment and reports in Section 6.2.23.2.2 and Section 6.2.23.2.3 are not received within 60 calendar days from the end of each calendar month that a bill is rendered. The administrative fee rate may be adjusted annually or as otherwise deemed necessary by DTGS/ONS.

DTS/ONS, in the absence of sufficient administrative fees, shall implement an administrative fee increase equal to the Consumer Price Index (CPI) over the relevant Contract Term should an increase be required to fund DTS/ONS activities or DTS/ONS funded State offices and activities. For this Contract the following index will be utilized: the CPI-U Index, not seasonally adjusted, U.S. city average area, all items series adjusted annually.

Contractor shall provide a business model that demonstrates to the State that the administrative fees will continue unabated during conversion to the Contractor's Services. DTS/ONS reserves the right to withhold approval of conversion if the Contractor cannot demonstrate administrative fee collection and remittance. See Section 6.2.25.1 Transition-In Requirements of Startup.

Bidders shall provide written draft procedures and processes for billing, collecting, remitting, and reporting of administrative fee revenues and shall be submitted with the final RFP Proposal. In addition, the Contractor shall be responsible for the administrative fee functions stated below:

- Work with DTS/ONS to establish administrative fee rates within 30 days after award of the Contract.
- Demonstrate application of administrative fee rates in the billing System.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____page_____paragraph_____

Description:

6.2.19.6 California State Accounting and Reporting System (CALSTARS) (D)

The State of California, Department of Finance is mandated by Government Code Section 13300 to develop, install, and supervise a modern and complete accounting System for each Agency of the State, which is permitted or charged by law with the handling of public money. Assembly Bill 3322 (Chapter 1284, Statutes of 1978) reaffirmed this mandate by requiring that a coding System be developed in order to obtain accurate and comparable records, reports and statements of all the financial affairs of the State. This System is the California State Accounting and Reporting System, referred to as CALSTARS. CALSTARS was designed and developed to provide individual State Agencies with a comprehensive automated departmental accounting and reporting System.

Following are the electronic file Requirements for telecommunications Contractor required by CALSTARS to create payment transactions through a mostly automated process.

The State seeks an electronically transmitted invoice file to State of California, Department of Finance – CALSTARS as described below.

General File:

- The file will include invoices for all State of California organizations covered by the Contract except organizations excluded by mutual agreement between the Contractor and CALSTARS
- It's desirable to have one file for all invoices prepared on a Business Day
- The file will be a text file
- The file will include a header that specifies the record count and a trailer indicating end-of-file (verifies complete transmission)
- The file naming convention will be specified by CALSTARS. This will include the use of differing file names on consecutive days to assure that

CALSTARS has sufficient time to process the file's records before that file name is used again

Record:

Each record will contain the following data fields, or equivalent:

- Customer Account Number
- Invoice Number
- Invoice Date
- Service Period (may be split into from-date and to-date)
- Roll-Up Number (Billing Telephone Number (BTN))
- Actual Telephone Number (Work Telephone Number (WTN)) charged
- Charge Type (Other than taxes, charge types will be summarized to the level displayed on the paper invoice's cover page summary. Taxes will be shown by specific tax.)
- Charge Description (Will match the descriptions displayed on the paper invoice's cover page summary.)
- Charge Amount

Transmission:

- The file will be sent via File Transfer Protocol (FTP) to a State of California data center directory specified by CALSTARS
- The User ID(s) and initial password(s) for the Contractor to access to the data center directory will be provided by CALSTARS
- The Contractor will only use the User ID(s) to transmit invoice data files to CALSTARS
- The password(s) will be modifiable by the Contractor
- Contractor will notify CALSTARS via e-mail when a file is sent. An alternative notification method may be employed if mutually agreed by the Contractor and CALSTARS

Other:

- The Contractor will continue to send paper invoices directly to the State of California organizations being charged, as well as, providing the electronic data file to CALSTARS
- CALSTARS will not be charged for this file
- The amount of each invoice on the data file and the corresponding paper invoice amount must be equal
- The amount for individual telephone numbers (Work Telephone Number (WTN)), on the data file and the corresponding paper invoice amount must be equal
- The amount for each charge type on the data file and the corresponding paper invoice amount must be equal
- The Contractor will provide a contact name, telephone number, and e-mail address for file problem resolution
- The Contractor will notify the State of California, Department of Finance - CALSTARS via e-mail, of new or changed codes (e.g. charge codes) or descriptions of codes. This notification will be sent at least 60 calendar days prior to implementation
- Department of Finance will not resolve or coordinate any billing problems between the Contractor and the State of California organizations being invoiced

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.20 CONTRACTED SERVICE PROJECT WORK (M)

Contracted Service Project Work is defined as either Coordinated or Managed. In the event the Contractor or Agency is unable to determine if the Service Request Form qualifies as a Coordinated or Managed Project, Contractor will contact DTS/ONS for assessment and ultimate determination.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____

Description:

6.2.20.1 Coordinated Project Work (M)

Coordinated Projects are initiated in situations where ordering and provisioning of service exceed the Requirements for routine service request and may require coordinated installation intervals that differ from those contained in Section 6.2.22.9 Provisioning SLA's. Representation of Coordinated Projects includes services orders

1. That are for single or multiple Customer site locations include any of the following conditions:
 - a. CPE installation
 - b. Translation or Software programming is required to facilitate services
 - c. Where services require a level of complexity for planning and implementation
 - d. Network ACD expansions or modifications

Upon determination that the Coordinated Project is needed, the following activities shall be initiated:

1. Upon receipt of an approved Service Request, the Contractor shall respond to the Agency by the end of the next Business Day to discuss/obtain

additional preliminary information regarding the project and to set up an appointment within 5 working days to discuss the project detail with the Agency.

2. A project "Scope of Work" will be provided no more than 10 Business Days following receipt of Agency's Service Request and will include at a minimum:
 - a. Definition of the project task, start and completion dates, and associated costs.
 - b. Where appropriate for the ordered service, a project task list that includes contractual service elements (i.e. planning, applicable design, engineering, testing, termination, installation and Customer service user training).

Coordinated Project Reporting Requirements:

1. Contractor shall develop, maintain, update and distribute all documents associated with the Agency's project.
2. Contractor shall provide the requesting Agency with updated weekly status reports or otherwise agreed upon intervals.
3. Contractor will post and update data on all active Coordinated Projects for DTS/ONS review weekly, on its private web site as described in Section 6.2.24.2. Web site content will be consistent with the report elements listed in Section 6.2.24.6.1. Upon completion of a Coordinated Project, Contractor will remove project from the private web site and incorporate the project information into the Coordinated Project Work Report as described in Section 6.2.24.6.1.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.20.2 Managed Project Work (M)

Managed Projects are initiated in situations where ordering and provisioning of service is considered by DTS/ONS to be on a larger and more complex scale and exceed the parameters of a Coordinated Project. All Managed Projects where ICB Pricing is offered requires DTS/ONS prior approval. Representation of Managed Projects include service orders:

1. That are for single or multiple Customer site locations that include any of the following conditions:
 - a. In locations where DTS/ONS has determined consolidated service is the most efficient way to provide service to a specific community of interest
 - b. New building facilities and/or major relocations
 - c. Data network Migration/consolidation
 - d. Major/large data CPE installation
 - e. Major/complex Network Based ACD installation
2. That are procured under the Individual Case Base (ICB) Pricing Option will be handled as a Managed Project and require DTS/ONS approval as stated in Appendix B, Model Contract Language, Section 71, Individual Case Base (ICB) Pricing Option

Upon determination that a Managed Project is required, the following activities shall be identified:

1. Contractor shall assign a dedicated Project Manager with knowledge and experience in managing telecommunications projects of similar complexity. The dedicated Project Manager will be provided at no cost.
2. Upon receipt of the Service Request, Contractor shall respond to the Agency by the end of the next Business Day to discuss/obtain additional preliminary information regarding the project and to set up an appointment within 5 working days to conduct a discussion with all parties (e.g., Contractor, Agency, and DTS/ONS). The purpose of the meeting will be to understand the project scope and identify information necessary to establish due dates and project schedule. Contractor shall also notify and provide DTS/ONS with a copy of the Agency's service request for review within 5 working days.
3. All Managed Projects shall use industry accepted project management methodology throughout the project.

4. Contractor shall provide a project "Scope of Work" no more than 10 Business Days following receipt of the Agency's Service Request and will include, at a minimum, the following:
 - a. Definition of the project task, start and completion dates, and associated costs
 - b. Where appropriate for an ordered service, a project task list that includes contractual service elements (i.e., planning, applicable design, engineering, testing, termination, installation and Customer service End-User training)

Managed Project Reporting Requirements:

1. Contractor shall develop, maintain, update, and distribute all documents associated with the Agency's project
2. Contractor shall provide Agency with updated weekly status reports or otherwise agreed upon intervals. The following information will be provided in MS Project or other agreed format:
 - a. Project start date (Customer acceptance of Implementation Plan/schedule)
 - b. Status
 - Identification of major milestones
 - Identification of project risk (jeopardy)
3. Negotiated project completion date
4. Actual project completion date
5. Contractor shall post and update data on all active Managed Projects weekly on its private Internet site as described in Section 6.2.24.2 for DTS/ONS review. Web site content will be consistent with the reports elements listed in Section 6.2.24.6.2. Upon completion of the Managed Project, Contractor will remove the project from the private web site and incorporate it into the Managed Project Work Report as described in Section 6.2.24.6.2.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.21 CUSTOMER ADVOCACY (M)

DTS/ONS maintains a Customer advocate function involving provisioning and ongoing network service delivery. DTS/ONS requires access to several Contractor provided tools through web based applications to process and monitor Customer network trouble tickets and the Contractor's corrective action. DTS/ONS's role as a Customer advocate can be invoked by the escalation process, Customer request, Contractor request, or as a result of service and process monitoring. In support of this area, Contractor shall provide communication and coordination capabilities beyond the normal trouble reporting and initial order submittal processes.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.21.1 Customer Service Center (M)

The Contractor shall provide a Customer Service Center with a toll free number as a single point of contact to facilitate timely responses to trouble tickets and service ordering.

The Contractor shall provide a Customer Trouble Ticket Reporting and Tracking System that is accessible by DTS/ONS and DTS/ONS authorized Customers 24 hours a day, 7 days a week via a web enabled application.

The Contractor shall provide a Service Order Tracking and Inventory System that allows Customers the ability to order/provision service using a web enabled application as described in Section 6.2.24.4.

For Contract related service issues, the Contractor shall provide a trouble reporting and escalation process outline to DTS/ONS. The escalation outline for Customers shall include:

- An End-User process for escalating issues within the Contractor's organization

- Contractor contact information of the responsible individual including title/responsibility, office number, cell number, pager number (when applicable) that will be available 24 hours per day, 7 days a week, 365 days a year

The Customer Service Center shall be staffed 24 hours a day, 7 days a week. The Contractor shall provide adequate coverage (answer calls within three rings) by a live operator. Voice mail or electronic response mechanisms are unacceptable. The Customer Service Center shall provide the following:

- Trouble-reporting for any services and/or escalation of any previously reported problems
- Status on resolving the causes of network outages
- Service order inquiry status (Monday-Friday 8 A.M. to 5 P.M. Pacific Time Zone)
- Both the initial Customer contact date and time of the reported trouble to the Contractor's Customer Service Center and the Contractor's response to the Customer (date and time) shall be documented in the Contractor's trouble ticket System
- The Customer Service Center will respond to the Customer for all trouble reports within 15 minutes of notification from the Customer

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.21.2 Escalation Process (M)

DTS/ONS will assist Customers in escalating issues or concerns that are not resolved through Customer contact with the Contractor. To facilitate this function, required Contractor's support shall include a detailed Escalation Plan, dedicated technical resources, and strong communications processes.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.21.2.1 Escalation Plan (M)

The Contractor shall provide an outline of an escalation plan (DTS/ONS Escalation process) for evaluation purposes and for use by the DTS/ONS to escalate global Contractor's network(s) or specific Customer issues. The outline shall include:

- DTS/ONS process for escalating State or Customer issues throughout the Contractor's organization
- Contractor management name, title/responsibility, office number, cell number, pager number (when applicable) that will be available 24 hours per day, 7 days a week, 365 days a year

Within 30 calendar days following the Contract Award, Contractor shall submit a detailed Escalation Plan for approval by DTS/ONS. DTS/ONS reserves the right to require changes to the Escalation Plan prior to approval.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.21.2.2 Technical Resources (M)

Contractor shall provide technical resources that are dedicated to the CALNET II contracted services and familiar with the Contractor's networks. The technical resources shall be dedicated and available to provide support to DTS/ONS. The resources shall have thorough knowledge of Contractor's network design, network trends, root causes of network failures, network monitoring tools, industry trends, and capacity planning.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.21.2.3 Network Outage Response (M)

In the event of an Enhanced Service, Catastrophic, or Network Outage, the Contractor shall keep DTS/ONS and DTS/ONS designated Key Stakeholders informed. The Contractor shall:

- Provide a method of notification to DTS/ONS and Key Stakeholders 24X7 via voice mail or text pager
- Broadcast initial outage within 30 minutes of known failure and provide follow-up status at least every 60 minutes or more frequently when pertinent information becomes available, until resolution and final broadcast
- Work with DTS/ONS to establish criteria and conditions for when notification should be broadcast
- Provide the following information with each broadcast:

- o Outage description
- o Location (street/city/central office)
- o Time and date
- o Root cause (when available)
- o Type of service
- o Estimated time of arrival
- o Estimated time of restoral
- o Impact to the State (quantity and Customers impacted)
- o Any known public safety issues or community isolations
- o Restoral measures, time and date of restoral
- Provide an Executive Summary report upon request by DTS/ONS. Information for this report shall include:
 - o High-level event summary
 - o Impact to the State Customers
 - o Timeline of events
 - o Discussion/outage issues
 - o Mitigation plan/path forward

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.22 SERVICE LEVEL AGREEMENTS (SLA) (M)

6.2.22.1 Service Level Agreement Overview (M)

The intent of this Section is to provide the Contract Customers, DTS/ONS and the Contractor with Requirements that define and assist in the management of the Service Level Agreements (SLAs). This section identifies and explains the required SLAs for voice and data services identified in this RFP Module. The SLAs shall be categorized as Network or Administrative in nature. The intent of this section is to define performance objectives and measurement processes.

In the event a Bidder proposes a service that has been designated as Desirable, the Bidder must meet or exceed the associated SLAs described in this Section.

The Bidder must identify their associated SLAs for unsolicited services.

The SLAs in the network category shall each consist of six components: services, definition, measurement process, objective(s), immediate rights and remedies, and monthly rights and remedies. All applicable services are listed in each SLA.

Network Service Level Agreement Format:

Services	SLA Name
[List of all applicable services]	<p>Definition [Definition or description of the SLA]</p> <p>Measurement Process [Instructions on how to measure network performance in order to determine compliance]</p> <p>Objective (s) [Defines the performance goal/parameters for each SLA. The objective(s) may be different than the technical Requirements found in Sections 6.2.2-6.2.14 et.al. All Bidders are required to offer Service Level Agreements for all services listed in the adjacent cell]</p> <p>Immediate Rights and Remedies [Allows immediate action by DTS/ONS and the Customer, Escalation, and/or rebates which are applied to their monthly invoices on a per occurrence basis (e.g. TTR).]</p>

<u>Services</u>	<u>SLA Name</u>
	Monthly Rights and Remedies [Applicable to SLAs that require accumulation of statistics over a period of time.]

The SLAs in the Administrative category shall each consist of the following components: tools, reports and applications, objective(s), measurement process, DTS/ONS rights and remedies, and Customer rights and remedies.

Administrative Service Level Agreement Format

<u>Administrative Tools, Reports and Applications</u>	<u>SLA Name</u>
[List of all applicable tools, reports and application]	Definition [Define or describe the SLA] Measurement Process [Instruction on how to measure Contractor administration performance in order to determine compliance.] Objective (s) [Defines the performance goal/parameters of each SLA.] DTS/ONS Rights and Remedies [Identifies actions that may be taken by DTS/ONS or rebates from Contractor when the objectives are not met] Customer Rights and Remedies [Identifies actions that may be taken by the Customers or rebates from Contractor when the objectives are not met]

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

*location*_____ *page*_____ *paragraph*_____

Description:

6.2.22.1.1 Technical Requirements versus SLA (M)

This section shall distinguish between technical Requirements and the SLA objectives. Sections 6.2.2 to 6.2.14 et. al identify the technical Requirements for each service. These Requirements are the minimum parameters each Bidder must meet in order for their Bid to qualify for award. Upon award these committed technical Requirements will be maintained throughout the remainder of the Contract.

Committed SLA objectives are minimum Requirements, which the Contractor shall be held accountable for all rights and remedies accordingly.

*Bidder understands the Requirement and shall meet or exceed it? Yes*_____ *No*_____

Reference: document_____

*location*_____ *page*_____ *paragraph*_____

Description:

6.2.22.1.2 Two methods of outage reporting: Customer or Contractor (M)

There are two methods in which outages may be identified and outages durations derived: Customer reported or Contractor reported.

The first method results from a Customer reporting service trouble to the Contractor's Customer Service Center. Customer reported trouble tickets track service failures or quality of service issues.

In the second method of outage reporting, the Contractor shall open a ticket as a result of network alarms or identification of a service failure in the backbone (i.e. Catastrophic Outage). In each instance a trouble ticket shall be assigned and monitored until service is restored.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.22.2 Network Service Level Agreements (M)

SLAs have been established for various aspects of the network Requirements of this RFP Section 6.2. The Network SLAs address the performance and delivery of services as described throughout this RFP Section 6.2.

6.2.22.2.1 General Requirements (M)

The following general Requirements are applicable to the Network SLAs:

- The total rights and remedies for failure to satisfy a single service SLA for any given month shall not exceed the sum of 100 percent of the Total Monthly Recurring Cost (TMRC), plus any applicable AMUC
- If a circuit fails to meet one or more of the performance objectives, only the largest monthly Rights and Remedies for all performance objectives not met will be credited to the customer.
- If a tool fails to meet its objectives, the tool rights and remedies will apply. If the tool provides reports, only the rights and remedies for the tool shall apply.
- To the extent that Contractor offers additional or more advantageous rights and/or remedies Customers for similar services offered through tariffs,

- online service guides, or other programs, the State shall be entitled to exercise the rights and/or remedies therein
- The Contractor shall provide the State or Customer, at a minimum, the same service level agreements provided to Contractor by each sub-contractor. Copies of all Service Level Agreements between Subcontractors and the awarded Contractor shall be provided to DTS/ONS for all services
- The election by DTS/ONS of any remedy covered by this Contract shall not exclude or limit DTS/ONS's or any Customer's rights and remedies otherwise available within the Contract or at law or equity
- The Contractor shall act as the single point of contact coordinating all entities to meet the State's needs for provisioning, maintenance, restoration, and resolution of service issues or that of their Affiliates, subsidiaries, subcontractors or resellers under this Contract.
- Bidders may provide SLAs for proposed unsolicited services in the description field below

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.22.2.2 Trouble Ticket Stop Clock Conditions (M)

Stop Clock criteria includes the following: (Note: in this section, the term “End-User” includes End-Users and Customers, whichever is applicable.)

1. Periods when a restoration or testing effort is delayed at the specific request of the End-User. The Stop Clock condition shall exist during the period the Contractor was delayed, provided that reasonable and documented efforts are made to contact the End-User during the applicable Stop Clock period.
2. Time after a service has been restored, but End-User request ticket be kept open for observation. If the service is later determined by the End-User to not have been restored, the Stop Clock shall continue until the time the End-User notifies the Contractor that the service has not been restored.
3. Time after a service has been restored, but End-User is not available to verify that the service is working. If the service is later determined by the End-User to not have been restored, the Stop Clock shall apply only for the time period between Contractor's reasonable attempt to notify the End-User that Contractor believes the service has been restored and the time the End-User notifies the Contractor that the service has not been restored.
4. Restoration cannot be achieved because the problem has been isolated to wiring that is not maintained by Contractor, or any of its subsidiaries, subcontractors, or Affiliates.
5. Trouble caused by a power problem outside of the responsibility of the Contractor.
6. Lack of building entrance facilities or conduit structure that are the End-User's responsibility to provide.
7. The following contact/access problems, provided that Contractor makes reasonable efforts to contact End-User during the applicable stop clock period:
 - a. Access necessary to correct the problem is not available because access has not been arranged by site contact or End-User representative
 - b. Site contact refuses access to technician who displays proper identification
 - c. Insufficient or incorrect site contact information which prevents access, provided that Contractor takes reasonable steps to notify End-User of the improper contact information and takes reasonable steps to obtain the correct information.

- d. Site has limited hours of business that directly impacts the Contractor's ability to resolve the problem.
 - e. If it is determined later that the cause of the problem was not at the site in question, then the Stop Clock shall not apply.
8. Any problem or delay to the extent caused by End-User's staff that prevents or delays Contractor's resolution of the problem. In such event, Contractor shall make a reasonable request to End-User staff to correct the problem or delay.
9. End-User applications that interfere with repair of the trouble.
10. Failure of the trouble ticket originator or responsible End-User to return a call from Contractor's technician for on-line close-out of trouble tickets after the service has been restored as long as Contractor can provide Documentation substantiating message from Contractor's technician.
11. An outage directly related to any properly performed scheduled maintenance or upgrade. Any such stop clock condition shall not extend beyond the scheduled period of the maintenance or upgrade. SLAs will apply for any maintenance caused outage beyond the scheduled maintenance period. Outages occurring during a scheduled maintenance or upgrade period and not caused by the scheduled maintenance shall not be subject to this paragraph 11 stop clock criteria.
12. Any problem or delay caused by a third party not under the control of Contractor, not reasonably preventable by Contractor, including at a minimum, cable cuts not caused by the Contractor. Contractor's Affiliates, subsidiaries, or subcontractors shall be deemed to be under the control of Contractor with respect to the Equipment, services, or Facilities to be provided under this Contract.
13. Force Majeure events, as defined in the terms and conditions of the Contract (Appendix B, Section 21).

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.22.2.3 Service Availability (M)

Services	Service Availability Percentage						
<p>DS1 or Equivalent*</p> <p>DS3 or Equivalent*</p> <p>“*” = Tier 1 is mandatory-optional; Tier 2 is desirable</p>	<p>Definition</p> <p>Scheduled uptime is based on 60 minutes x 24 hours x calendar days in the month.</p> <p>Measurement Process</p> <p>All outage durations applied to other SLAs, which result in a remedy, will be excluded from the monthly accumulative total.</p> <p>Monthly Network Availability (%) = $1 - \frac{\text{total minutes of connection outage per month}}{\text{days in month} \times 24 \text{ hours} \times 60 \text{ mins}} \times 100$.</p> <p>Objectives</p> <table border="1" data-bbox="685 781 1385 968"> <thead> <tr> <th data-bbox="685 781 1040 833">Tier 1</th><th data-bbox="1040 781 1385 833">Tier 2</th></tr> </thead> <tbody> <tr> <td data-bbox="685 833 1040 886">DS1 > 99.5 percent</td><td data-bbox="1040 833 1385 886">DS1 > 99.0 percent</td></tr> <tr> <td data-bbox="685 886 1040 968">DS3 > 99.8 percent</td><td data-bbox="1040 886 1385 968">DS3 > 99.3 percent</td></tr> </tbody> </table> <p>Immediate Rights and Remedies</p> <p>End-User Escalation Process</p> <p>DTS/ONS Escalation Process</p> <p>Monthly Rights and Remedies</p> <p>First month to fail to meet the SLA objective shall result in a 15% rebate of the TMRC.</p> <p>Next consecutive month to fail to meet the SLA objective shall result in a 25% rebate of TMRC.</p> <p>Each additional consecutive month to fail to meet the SLA objective shall result in a 50 percent rebate of the TMRC.</p>	Tier 1	Tier 2	DS1 > 99.5 percent	DS1 > 99.0 percent	DS3 > 99.8 percent	DS3 > 99.3 percent
Tier 1	Tier 2						
DS1 > 99.5 percent	DS1 > 99.0 percent						
DS3 > 99.8 percent	DS3 > 99.3 percent						

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____

Description:

6.2.22.2.4 Calling Card Provisioning (M)

Services	Business Days	Calling Card Provisioning
Billed Monthly Calling Cards	<p>For Transition: Contracted Service Project Work (Section 6.2.25.1)</p> <p>Following Transition: Orders under 500 – 10 Business Days Orders over 500 – Contracted Service Project Work (Coordinated or Managed)</p>	<p>Definition</p> <p>Provisioning is defined as issuing new Calling Cards on or before the due dates.</p> <p>Measurement Process</p> <p>Individual Order: The duration of time beginning when an order is placed for a calling card(s) and delivery of and activation of the ordered card(s) following account setup.</p> <p>Objective</p> <p>Activated cards delivered to the Customer within the timeframes</p>
Limited Usage Calling Cards	<p>Orders under 500 – 15 Business Days Orders over 500 – Contracted Service Project Work (Coordinated or Managed)</p>	<p>Immediate Rights and Remedies</p> <p>\$1 per card per day that each card is not activated and delivered to the Customer within the required time frames.</p> <p>Monthly Rights and Remedies:</p> <p>N/A</p>

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.22.2.5 Catastrophic Outage 1 (M)

Services	Catastrophic Outage 1		
<p>DS1 or Equivalent*</p> <p>DS3 or Equivalent*</p> <p>“*” = Tier 1 is mandatory; Tier 2 is desirable</p>	<p>Definition</p> <p>The total loss of either the service or circuits, 25 or greater at the same address location.</p> <p>Measurement Process</p> <p>The outage start shall be determined by the network alarm resulting from the outage-causing event or the opening of a trouble ticket by a Customer, whichever occurs first. The Contractor shall open a trouble ticket and compile a list for each circuit or service affected by the common cause. Each circuit or service is out of service from the first notification until the Contractor determines the circuit or service is restored. Any circuits or service reported by End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.</p> <p>(7X24)</p> <p>Objectives</p> <table border="1" data-bbox="685 949 1393 1075"> <tr> <td data-bbox="685 949 1045 1075"> <p>Tier 1</p> <p>Less than 2 hours</p> </td><td data-bbox="1045 949 1393 1075"> <p>Tier 2</p> <p>Less than 4 hours</p> </td></tr> </table> <p>Immediate Rights and Remedies</p> <p>100 percent of the TMRC for each circuit/service not meeting the per occurrence objective for a single Cat 1 fault</p> <p>End-User Escalation Process</p> <p>DTS/ONS Escalation Process</p> <p>Monthly Rights and Remedies</p> <p>N/A</p>	<p>Tier 1</p> <p>Less than 2 hours</p>	<p>Tier 2</p> <p>Less than 4 hours</p>
<p>Tier 1</p> <p>Less than 2 hours</p>	<p>Tier 2</p> <p>Less than 4 hours</p>		

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.22.2.6 Catastrophic Outage 2 (M)

Services	Catastrophic Outage 2
<p>Intra-LATA, Intrastate, Interstate Long Distance Calling</p> <p>Network Based Automatic Call Distributor (ACD)</p> <p>Network Based Interactive Voice Response(IVR)</p> <p>Network Based Specialized Call Routing (SCR)</p> <p>Computer Telephone Integration (CTI) for Network Based ACD</p> <p>Toll Free Service</p> <p>900 Service</p>	<p>Definition</p> <p>A total failure of a service type.</p> <p>Or, a backbone failure or failure of any part of the Equipment associated with the backbone that causes a service failure.</p> <p>Measurement Process</p> <p>The outage duration start shall be determined by the network alarm resulting from the outage-causing event or the opening of a trouble ticket by the Customer, whichever occurs first. Outage duration shall be measured on a per service, phone number or per-port basis from information recorded from the network Equipment or trouble ticket</p> <p>The Contractor shall open a trouble ticket and compile a list for each phone number or service affected by the common cause. Each phone number or service is out of service from the first notification until the Contractor determines the phone number or service is restored. Any phone number or service reported by the End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.</p> <p>(7X24)</p> <p>Objectives</p> <p>Less than 30 minutes</p> <p>Immediate Rights and Remedies</p> <p>100 percent of the TMRC and 2 days of AMUC for each phone number/service not meeting the per occurrence objective for a single Cat 2 fault</p> <p>End-UserEnd-User Escalation Process</p> <p>DTS/ONS Escalation Process</p> <p>Monthly Rights and Remedies</p> <p>N/A</p>

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.22.2.7 Catastrophic Outage 3 (M)

Services	Catastrophic Outage 3
<p>Intra-LATA, Intrastate, Interstate Long Distance Calling</p> <p>Network Based ACD</p> <p>Network Based Interactive Voice Response (IVR)</p> <p>Network Based Specialized Call Routing</p> <p>Computer Telephone Integration for Network Based ACD</p> <p>Toll Free Service 900 Service</p>	<p>Definition</p> <p>A failure of the Contractor's (or subcontractor's or Affiliate's) network Equipment nearest the End-User locations regardless of where the failure occurs in the network resulting in the total loss of more than one service type, or the loss of any service type on a System wide basis.</p> <p>Measurement Process</p> <p>The outage duration start shall be determined by the network alarm resulting from the outage-causing event or the opening of a trouble ticket by the Customer, whichever occurs first. Outage duration shall be measured on a per service, phone number or per-port basis from information recorded from the network switches or trouble ticket.</p> <p>The Contractor shall open a trouble ticket and compile a list for each phone number or service affected by the common cause. Each phone number or service is out of service from the first notification until the Contractor determines the phone number or service is restored. Any phone number or service reported by End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.</p> <p>(7X24)</p> <p>Objectives</p> <p>Less than 15 minutes</p> <p>Immediate Rights and Remedies</p> <p>Senior Management Escalation Process</p> <p>100 percent of the TMRC and 2 days of AMUC for each phone number/service not meeting the per occurrence objective for a single Cat 3 fault</p> <p>Monthly Rights and Remedies</p> <p>N/A</p>

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.22.2.8 Enhanced Service Outage (M)

Services	Enhanced Service Outage
<p>Network Based ACD</p> <p>Network Based Interactive Voice Response (IVR)</p> <p>Network Based Specialized Call Routing</p> <p>Computer Telephone Integration for Network Based ACD</p>	<p>Definition</p> <p>The total loss of an Enhanced Service at a single End-User location</p> <p>Measurement Process</p> <p>The outage start shall be determined by the network or application alarm resulting from the outage-causing event or the opening of a trouble ticket by a Customer, whichever occurs first. The Contractor shall open a trouble ticket and compile a list for each Enhanced Service affected by the common cause. Each Enhanced Service shall be considered unavailable from the first notification until the Contractor determines the Enhanced Service is restored. Any Enhanced Service reported by End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.</p> <p>Monday through Friday 7:00 am to 6:00 pm PST</p> <p>Objectives</p> <p>Less than 4 hours</p> <p>Immediate Rights and Remedies</p> <p>15 percent of the TMRC and 2 days of any applicable average monthly usage costs (AMUC), as defined in the glossary, for each service not meeting the per occurrence objective for a single Enhanced Service Outage</p> <p>End-User Escalation Process</p> <p>DTS/ONS Escalation Process</p> <p>Monthly Rights and Remedies</p> <p>N/A</p>

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.22.2.9 Excessive Outage (M)

Services	Excessive Outage
Intra-LATA, Intrastate, Interstate Long Distance Calling Network Based ACD Network Based Interactive Voice Response (IVR) Network Based Specialized Call Routing Computer Telephone Integration for Network Based ACD Toll Free Service 900 Service DS1 or Equivalent Transport DS3 or Equivalent Transport	<p>Definition</p> <p>An Excessive outage shall be defined as a trouble ticket that remains opened with the Contractor on a service for 12 or more hours.</p> <p>Measurement Process</p> <p>The service is unavailable during the time the trouble ticket is reported as opened until restoration of the circuit or service, minus stop clock conditions. Any service reported by End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.</p> <p>Monday through Friday 7:00 am to 6:00 pm PST</p> <p>Objectives</p> <p>Less than 12 hours</p> <p>Immediate Rights and Remedies</p> <p>Senior Management Escalation</p> <p>Customer may request from Contractor an Excessive Outage restoration briefing</p> <p>100 percent of the TMRC and 2 days of any applicable average monthly usage costs (AMUC), as defined in the glossary, for each service outage greater than 12 hours.</p> <p>Monthly Rights and Remedies</p> <p>N/A</p>

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.22.2.10 Notification (M)

Services	Notification
Intra-LATA, Intrastate, Interstate Long Distance Calling Network Based ACD Network Based Interactive Voice Response (IVR) Network Based Specialized Call Routing Computer Telephone Integration for Network Based ACD Toll Free Service 900 Service DS1 or Equivalent DS3 or Equivalent	<p>Definition</p> <p>The Contractor notification to DTS/ONS in the event of an Enhanced Service Outage, Catastrophic Outage, network failure, terrorist activity, threat of natural disaster, or actual natural disaster which results in a significant loss of telecommunication services to CALNET II users or has the potential to impact services in a general or statewide area.</p> <p>Measurement Process</p> <p>The Contractor shall invoke the notification process for all Enhanced Service Outages resulting in significant loss of services. The Contractor shall notify DTS/ONS via the Contractor's automated notification System. Updates shall be given on the above mentioned failures via the Contractor's automated notification System which shall include time and date of the updates.</p> <p>Objectives</p> <p>Within 30 minutes of an Enhanced Service Outage, the Contractor shall notify general stakeholders (as determined by DTS/ONS) via the Contractor's automated notification System.</p> <p>At 60 minute intervals, updates shall be given on the above mentioned</p>

Services	Notification
	failures via the Contractors automated notification System which shall include time and date of the updates. Immediate Rights and Remedies Senior Management Escalation Monthly Rights and Remedies N/A

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.22.2.11 Provisioning (M)

Services	Business Days	Provisioning
Audio Conferencing w/account	1 Day	<p>Definition</p> <p>Provisioning shall be defined as new service, adds, moves, changes and deletes completed by the Contractor on or before the due dates. Provisioning SLAs are two-fold: Individual Service Order and Monthly Average Percentage by Service Type.</p> <p>Measurement Process</p> <p><i>Individual Service Order:</i></p> <p>Install intervals are based on the intervals provided in the adjacent column or Customer/Contractor negotiated due dates documented on the order form/System.</p> <p><i>Monthly Average Percentage by Service Type:</i></p> <p>The sum of all individual service orders meeting the objective in the measurement period divided by the sum of all individual service orders due in the measurement period equals the monthly average. The entire installation fee is refunded to the Customers for all orders that did not complete on time during the month if the monthly objective is not met</p> <p>Objective</p> <p>Individual Order:</p> <p>Service provisioned on or before the due date per install order.</p> <p>Monthly Average percent by Service Type: 90 percent</p>
Account set-up	10 Days	
Computer Telephone Integration for Network Based ACD	Managed Project	
Inside Wiring	Contracted Service Project Work	
Intra-LATA, Intrastate, Interstate Long Distance Services (Up to 100 Lines)	1 Day	
Over 100 Lines :	Managed Project	
Dedicated Transport:		
DS1(or equivalent) 10 or less DS1s per day	15 Days	
Over 10 DS1s per day	Managed Project	
Expedite	XX Days	
DS3 or Equivalent	Managed Project	

Services	Business Days	Provisioning
Network Based ACD	Managed Project	Immediate Rights and Remedies Individual Order: 50 percent of installation fee refunded to Customer for any missed due date. End-User Escalation Process DTS/ONS Escalation Process Monthly Rights and Remedies: - Monthly Average percent by Service Type: The entire installation fee refunded to Customer for all orders that did not complete on time during the month if the monthly average objective is not met.
Network Based Interactive Voice Response (IVR)	Managed Project	
Network Based Specialized Call Routing	Managed Project	
Station Cabling	Contracted Service Project Work	
Toll Free	1 Day	
900 Service	Managed Project	

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.22.2.12 Response Duration from Receipt of Order (M)

Services	Response Duration from Receipt of Order
All Services in Module 2	<p>Definition</p> <p>The interval for Contractor response to initial request from Customer when initiating a service request.</p> <p>Measurement Process</p> <p>The Response SLA shall be based on the Customer order submittal date when using either the STD 20 or other authorized ordering System to the date the Contractor responds to the Customer.</p> <p>Objectives</p> <p>Next Business Day for Contractor response to initial request from Customer when initiating a service request.</p> <p>Immediate Rights and Remedies</p> <p>Escalation to Contractor's Account Manager</p> <p>Monthly Rights and Remedies</p> <p>Review process with DTS/ONS</p>

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.22.2.13 Time To Repair (TTR) – Network Dialing Services (NDS) (M)

Services	Time To Repair (TTR) – Network Dialing Services (NDS)
Audio Conferencing Intra-LATA, Intrastate, Interstate, International Long Distance Calling Toll Free 900 Service	<p>Definition</p> <p>A TTR-NDS shall be defined as a trouble ticket opened with the Contractor's helpdesk when the Customer is unable to place calls.</p> <p>Measurement Process</p> <p>This Service Level Agreement (SLA) applies to the services listed in the adjacent column. This SLA is based on a trouble ticket outage durations. The service shall be considered unavailable during the time the trouble ticket is recorded as open in the Contractors trouble ticket System minus stop clock conditions. This SLA is applied per occurrence. Trouble reporting shall be 7X24.</p> <p>Objectives</p> <p>Less than 6 hours</p> <p>Immediate Rights and Remedies</p> <p>10 percent of the TMRC and 2 days of any applicable average monthly usage costs (AMUC), as defined in the glossary, for each service outage greater than 6 hours.</p> <p>End-User Escalation Process</p> <p>DTS/ONS Escalation Process</p> <p>Monthly Rights and Remedies</p> <p>N/A</p>

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.22.3 Administrative Service Level Agreements (M)

SLAs have been established for various aspects of the administrative responsibilities associated with the Contract resulting from the award of the RFP for Module 2.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.22.3.1 Administrative Fee Reports/Electronic Fund Transfer Notification Delivery Intervals (M)

Administrative Tools, Reports and Applications	Administration Fee Reports /Electronic Fund Transfer Notification Delivery Intervals
<p>DTS/ONS Detail of Services Billed Report by Agency. Section 6.2.23.2.3</p> <p>DTS/ONS Detail of Services Billed Report by Service. Section 6.2.23.2.2</p> <p>Receipt of Electronic Fund Transfer Notification</p>	<p>Definition</p> <p>The reports and electronic fund transfer notification include the total monthly administrative fee monies owed to DTS/ONS.</p> <p>Measurement Process</p> <p>These reports and electronic fund transfer shall be received within 60 calendar days from the end of each calendar month that a bill is rendered.</p> <p>Objectives</p> <p>Deliver reports:</p> <p>Deliver reports and electronic fund transfer notification within 60 calendar days from the end of the calendar month that a bill is rendered.</p> <p>DTS/ONS Rights and Remedies</p> <p>0.5 percent of month's administration fees shall be paid to DTS/ONS 61 calendar days from the end of each calendar month that a bill is rendered.</p> <p>Customer Rights and Remedies</p> <p>N/A</p>

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.22.3.2 Invoicing Accuracy (M)

Administrative Tools, Reports and Applications	Invoicing Accuracy
Invoices for all products, services, and features provided through RFP Section 6.2	<p>Definition</p> <p>Contractor to provide accurate and detailed invoices as stated in RFP Section 6.2.19</p> <p>Measurement Process</p> <p>Contractor caused material errors occurring on an invoice shall be either corrected or a correction process established by Contractor within 60 days of the invoice discrepancy notification.</p> <p>Objectives</p> <p>100 percent invoice accuracy</p> <p>DTS/ONS Rights and Remedies</p> <p>DTS/ONS Escalation Process</p> <p>Customer Rights and Remedies</p> <p>Escalation to Contractor's Account Manager</p> <p>Escalation to DTS</p>

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.22.3.3 Report Delivery Intervals (M)

Administrative Tools, Reports and Applications	Report Delivery Intervals
<p>Service Level Agreement Reports Section 6.2.24.5</p> <p>DTS/ONS Fiscal Inventory Report of All Services Section 6.2.23.2.1</p> <p>Trouble Ticket/SLA Credits Fiscal Report Section 6.2.23.2.4</p> <p>DTS/ONS Service Order/Provisioning Fiscal Report Section 6.2.23.2.5</p> <p>DVBE Tracking Fiscal Report Section 6.2.23.2.6</p> <p>Service Location Report Section 6.2.23.2.7</p> <p>General Customer Profile Information Section 6.2.23.2.8</p> <p>Quarterly Completed Contracted Service Project Work Reports (Coordinated and Managed Projects) Section 6.2.24.6.1 and Section 6.2.24.6.2</p>	<p>Definition</p> <p>All reports shall meet the Requirements and be fully functional and provided in accordance with the timelines required in Sections 6.2.23 and 6.2.24 Reports Section</p> <p>Measurement Process</p> <p>See the objective below</p> <p>Objectives</p> <p>Deliver all reports within 3 Business Days of the mutually agreed or DTS/ONS designated Delivery Dates from Section 6.2.24</p> <p>DTS/ONS Rights and Remedies</p> <p>\$400 and \$100 per week thereafter for each report</p> <p>Customer Rights and Remedies</p> <p>Escalation to DTS/TD</p>

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.22.3.4 Tools and Report Implementation (M)

Administrative Tools, Reports and Applications	Tools and Report Implementation
<p>Public Web Site Section 6.2.24.1</p> <p>Private Web Site Section 6.2.24.2</p> <p>Customer Trouble Ticket Reporting and Tracking System Section 6.2.24.3</p> <p>Service Provisioning and Tracking System Section 6.2.24.4</p> <p>Service Level Agreement Reports Section 6.2.24.5</p> <p>Fiscal Management Databases Section 6.2.23.1</p> <p>DTS/ONS Fiscal Inventory Report of All Services Section 6.2.23.2.1</p> <p>DTS/ONS Detail of Services Billed Report by Service Section 6.2.23.2.2</p> <p>DTS/ONS Detail of Services Billed Report by Agency Section 6.2.23.2.3</p> <p>Trouble Ticket/SLA Credits Fiscal Report Section 6.2.23.2.4</p> <p>DTS/ONS Service Order/Provisioning Fiscal Report Section 6.2.23.2.5</p>	<p>Definition</p> <p>All Contractor provided tools and reports shall be functioning and accepted by the State based on the Transition-In schedule.</p> <p>Measurement Process</p> <p>Within 45 Business Days after Contract award, the Contractor and DTS/ONS shall agree to the implementation timeline dates for the reports and tools listed in this table. Unless mutually agreed upon, the implementation timeline shall not exceed 9 months following Contract award date.</p> <p>Objectives</p> <p>All tools and reports shall meet the Requirements and be fully functional and accepted by the State and provided in accordance with the timeline required in Section 6.2.25.1 and agreed upon by DTS/ONS.</p> <p>Additional or replacement tools and reports shall be fully functional by dates agreed upon by DTS/ONS and the Contractor.</p> <p>DTS/ONS Rights and Remedies</p> <p>\$1000 per tool/report on the first day after due date and \$250 per week thereafter</p> <p>Customer Rights and Remedies</p> <p>N/A</p>

Administrative Tools, Reports and Applications	Tools and Report Implementation
DVBE Tracking Fiscal Report Section 6.2.23.2.6 Service Location Report Section 6.2.23.2.7 General Customer Profile Information Section 6.2.23.2.8	

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.22.3.5 Tool Availability (M)

Administrative Tools, Reports and Applications	Tool Availability
<p>Public Web Site Section 6.2.24.1</p> <p>Private Web Site Section 6.2.24.2</p> <p>Customer Trouble Ticket and Tracking System Section 6.2.24.3</p> <p>Service Provisioning and Tracking System Section 6.2.24.4</p> <p>Fiscal Management Database(s) Section 6.2.23.1</p>	<p>Definition</p> <p>The monthly availability percentage for each tool equals the Scheduled Uptime per month less Unavailable Time divided by Scheduled Uptime per month multiplied by 100 per tool. Scheduled uptime is based on 7x24x number of calendar days in the month.</p> <p>Measurement Process</p> <p>DTS/ONS shall report any failure or problem to the Customer Service center and a trouble ticket shall be opened.</p> <p>The tool is unusable during the time the ticket is recorded as open until restoration of the tool. Stop clocks in Section 6.2.22.2.2 shall apply.</p> <p>The monthly Availability percent shall be based on the accumulative total of all outage durations for each tool, per calendar month.</p> <p>Objectives</p> <p>100 percent Functional 90 percent of the time for each tool, measured on a monthly basis.</p> <p>DTS/ONS Rights and Remedies</p> <p>\$400 per month, per tool</p> <p>Customer Rights and Remedies</p> <p>Escalation to DTS/TD</p>

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.22.4 Glossary of SLA Related Terms (M)

The following SLA definitions apply to this Contract:

SLA	Definition
Average Monthly Usage Cost (AMUC)	A means of calculating rights and remedies for usage-based outages. AMUC shall be derived by dividing the total business day usage minutes in a month by the number of business days in the month in which the failure occurs. This will produce a daily average of usage minutes which can be multiplied by the cost for the associated service to produce an average daily cost of the service for the current month. AMUC rights and remedies will be a number of those average daily costs rebated back to the customers impacted by the service outages that trigger the associated service level agreements.
Catastrophic Outage 2 CAT 2	A total failure of a service type in a central office. Or, a backbone failure or failure of any part of the Equipment associated with the backbone.
Catastrophic Outage 3 CAT 3	The total loss of more than one service type in central office, or the loss of any service type on a System wide basis.
CAT Outage	Catastrophic outage as further defined above for CAT 2, and CAT 3 outages.
Enhanced Services	Shall be defined to include the following services Computer Telephone Integration, Network Based ACD, Network Based Interactive Voice Response/Call Router (IVR), Specialized Call Routing
Enhanced Service Outage	The total loss of an Enhanced Service at a single End-User location.
Excessive Outage	An Excessive outage shall be defined as a trouble ticket opened with the Contractor on a service, for 12 or more hours.
Response Duration	The interval for Contractor response to initial request from Customer when initiating a project request.
Provisioning	New service, adds, moves and changes.
Scheduled Uptime	The total time less time required for scheduled or scheduled upgrades
Time to Repair	The circuit is unusable during the time the trouble ticket is recorded as open in the Contractor's trouble ticket System minus stop clock conditions. This SLA is applied per occurrence.
Total Monthly Recurring Charges (TMRC)	All charges that comprise the total monthly reoccurring charges per service.
Unavailable Time	Includes Catastrophic Outages. The total hours from when a trouble ticket is opened until the problem is restored minus stop clock condition durations.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.23 FISCAL MANAGEMENT (M)

The Contractor shall provide DTS/ONS with the System tools and reports necessary to perform Fiscal Management functions, including:

- Administrative fee identification and validation
- Product/Service Rate identification and validation
- Service taxes, fees, surcharges, and surcredits identification and validation
- Refunds and adjustments identification and validation
- Develop trend reports for product/services
- Develop trend reports for CALNET II Customers
- Monitor DVBE dollars expended

As a minimum, the Contractor shall provide Contractor maintained databases which DTS/ONS may query and download information via the Contractor's private web site. Contractor shall also provide the standard reports identified below.

The Contractor shall ensure that data from all CALNET II subcontractors is accurate and collected on time to be included in the database(s) to produce accurate fiscal management reports no later than 60 calendar days from the end of each calendar month that a bill is rendered. DTS/ONS will access the databases and reports monthly and run Ad-Hoc queries or reports as may be necessary to exercise Contract oversight and management.

Inability of the Contractor to provide the monthly detailed fiscal management reports referenced in Sections 6.2.23.2.2 (DTS/ONS Detail of Services Billed Report by Service) and 6.2.23.2.3 (DTS/ONS Detail of Services Billed Report by Agency) along with the remittance of monthly administrative fee revenues will result in a late payment fee to DTS/ONS as described in Section 6.2.22.3.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.23.1 Fiscal Management Database(s) (M)

The Contractor shall provide and maintain databases which DTS/ONS may query and download information via the Contractor's private web site. The most recent data will be maintained and available on the web site for six months. This Requirement is in addition to the records retention Requirements in Appendix B. This System(s) will store the following information:

1. CALNET II, Module 2 product/service installation or termination
2. Trouble Tickets that trigger a refund, remedy or adjustment
3. Monthly billing associated with CALNET II Customers
4. Monthly totals for all product/services quantities and charges (with Administration Fee separated from the base charge)
5. CALNET II, Module 2 Customer's information (name and Service address)
6. DVBE monthly expenditures

7. Inventory (monthly) for all product/services purchased under the CALNET II, Module 2 Contract

The Contractor shall describe in detail a plan that identifies how information will be gathered and populated in the database on an initial and continuous basis.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.23.2 Fiscal Management Reports (M)

The Contractor's data management System will generate standardized reports and include the capability to produce ad hoc reports. If for some reason the information does not reside with the Contractor or is not integrated with the other Systems, it is still the responsibility of the Contractor to provide this information.

The standard reports shall be provided to DTS/ONS monthly, without charge. All reports shall be provided in both soft and hard copy. The soft copy will be supplied in both Access Database and delimited text file format. The Contractor shall provide consistent record layout and labeling convention for all databases and reports. Contractor shall provide DTS/ONS with 30 calender days advance notice of any changes to the record layout and labeling convention for all databases and reports.

The information provided by the Contractor shall use standard and consistent naming conventions. The report(s) shall be loaded monthly onto the Contractor's private web site. At a minimum, reports shall reflect a current monthly snapshot of the inventory of contracted services and Customer information.

When the Contractor must make adjustments to the administrative fee monies that are not collectable, the Contractor shall submit reports equivalent to the

reports stated below, fully describing the service and the circumstances surrounding the adjustment.

If for some reason a service cannot be included on the main standard reports, soft and hard copy reports and corresponding reporting information must be provided to DTS/ONS separately.

The Contractor shall provide the following standard reports to DTS/ONS on a monthly basis. The DTS/ONS reserves the right to modify the report Requirements to accommodate the service configurations proposed by the successful Bidder.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.23.2.1 DTS/ONS Fiscal Inventory Report of All Services (M)

The DTS/ONS Fiscal Inventory Report of All Services identifying all products and services shall include, at a minimum, the following information:

- Date of inventory
- Agency ID
- Customer name
- Customer address
- Service address
- Service period
- Service type
- Service/Feature type
- Unique service/feature identification code
- Quantity of new installations
- Current quantities

- Usage charge
- Calls
- Contract rate
- Administrative fee rate
- Customer rate (Contract rate with administrative fee)
- Administrative fee totals
- Total charges identified by Agency and also by State/local designation
- Contractor/Subcontractor/Affiliate name

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.23.2.2 DTS/ONS Detail of Services Billed Report by Service (M)

The DTS/ONS Detail of Services Billed Report By Service shall provide, at a minimum, the following information: (List each service type separately).

- Date
- Service period
- Service type
- Service feature type
- Contract Rate
- Administrative fee rate

- Customer rate
- Unique service/feature identification code
- Quantities
- Quantity of new installations
- Quantity of new terminations
- Total calls
- Total minutes
- Total recurring charges
- Non-recurring charges
- Total usage charges
- Itemized taxes and surcharges by service
- Total credits and adjustments
- Total Administrative Fees
- Total monthly charges (including Administrative Fee)
- Customer bill group (e.g., executive, local government, higher education, etc.)
- Contractor/Subcontractor/Affiliate name

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.23.2.3 DTS/ONS Detail of Services Billed Report by Agency (M)

The DTS/ONS Detail of Services Billed By Agency Report shall provide, at a minimum, the following information: (List each service type separately).

- Date
- Agency ID
- Customer name
- Customer address
- Service address
- Bill payer number
- Billing telephone number
- Service period
- Service type
- Service/feature type
- Contract Rate
- Administrative Fee rate
- Customer Rate
- Unique service/feature identification code
- Quantities
- Total calls
- Total minutes
- Total recurring charges
- Total non-recurring charges
- Total usage charges
- Itemized taxes and surcharges
- Total credits and adjustments
- Administrative Fee rate charges
- Total Administrative Fees collected
- Total monthly charges

- Customer bill group (e.g., executive, local government, higher education, etc.)
- Contractor/Subcontractor/Affiliate name

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.23.2.4 Trouble Ticket/SLA Credits Fiscal Report (M)

The Trouble Ticket/SLA Credits Fiscal Report shall provide the following information at a minimum:

- Trouble ticket number
- Customer name
- Customer address
- Agency ID
- Type of outage
- Description of outage

- Date(s) of outage
- Date and time trouble ticket opened
- Date and time trouble ticket closed
- Duration
- Total credits
- Services affected (unique identifier)
- SLA type
- Phone Number

Bidder understands the Requirement and shall meet or exceed it? Yes _____ No _____

Reference: document _____

location _____ page _____ paragraph _____

Description:

6.2.23.2.5 DTS/ONS Service Order/Provisioning Fiscal Report (M)

The DTS/ONS Service Order/Provisioning Fiscal Report for products and services ordered by Customers shall provide, at a minimum, the following information:

- Agency ID

- Customer name
- Customer address
- Bill payer number
- Billing telephone number
- Working telephone number
- Contractor service order number
- Date of service order
- STD 20 number or Agency order number
- Description of service ordered
- Contract rate
- Administrative Fee rate
- Customer rate (Contract rate with Administrative Fee)
- Unique service/feature identification code
- Service Location (no abbreviations for street, city, zip code)
- Install date
- Completion date if different than install date

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.23.2.6 DVBE Tracking Fiscal Report (M)

The DVBE Tracking Fiscal Report shall provide, at a minimum, the following information:

- Year
- Month
- Agency
- Agency ID
- Billing number
- Service/Product
- Charge per service/product
- Total charges
- Date sold
- DGS DVBE certification number
- Contractor/subcontractor

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.23.2.7 Service Location Report (M)

The Service Location Report shall provide, at a minimum, the following information:

- Date
- Agency ID
- Agency name
- Service type
- Service identifier Code
- Service location (separate fields and no abbreviations for each: Street, Apartment/Suite, City, Zip Code)
- Phone number quantity (per service type)
- Agency billing number (desirable)
- Features associated to each service ordered
- Total Minutes (when applicable)

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.23.2.8 General Customer Profile Information (M)

- Agency Identification Number (Contractor shall provide a numbering convention)
- Agency Name
- Government Sector (State, County, City, Federal Etc.)
- Billing Address (no abbreviations) (Street, Apartment/Suite, City, Zip Code)
- Billing Number (s)

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.23.3 DTS/ONS Fiscal Audits (M)

The DTS/ONS may audit any Customer's invoice. Contractor shall provide access to the billing information and provide a copy of any Customer's bill and supporting detail in electronic format upon DTS/ONS request without Customer's prior authorization.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.24 MANAGEMENT TOOLS AND REPORTS (M)

The Contractor shall provide tools and reports described in Section 6.2.23 and this Section 6.2.24 to DTS/ONS and DTS/ONS authorized Customers to provide oversight at no cost to the DTS/ONS and Customers. The Contractor shall provide the following:

- Tools, applications and data to perform on-line daily, monthly and quarterly inventory, invoice and fiscal management analysis
- Tools, applications and data to perform real time on-line ticketing.
- Web-enabled applications for service ordering/provisioning, invoicing and trouble reporting from DTS/ONS and DTS/ONS authorized Customer PCs and shall have password protected accounts
- A timeline shall be provided in the Bidder's response, estimating when these tools, applications and reports described in this Section 4 shall be implemented and available for DTS/ONS and authorized Customers. DTS/ONS and the Contractor shall agree upon implementation dates within 45 Business Days after Contract award
- Provisions for Ad Hoc reports requested by DTS/ONS
- All invoices for contracted services shall be accessible to DTS/ONS via a web based application
- Reports using a data extractable application allowing DTS/ONS and Customers the ability to run custom reports
- Ongoing training and support for all tools, applications and reports
- System upgrades for all tools and applications shall be provided at no cost
- Provide and maintain an inventory of Contractor provided tools, applications, and reports to DTS/ONS, which includes report elements for each report and a regular reporting schedule based on negotiated dates/intervals. In addition, the Contractor shall assign a unique name to each tool and report to be used as an identifier when reporting trouble
- Provide DTS/ONS quarterly reports for completed Contracted Service Project Work, Coordinated and Managed
- Transport, Hardware and Software necessary for DTS/ONS to access the network monitoring applications and reports

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document _____

location _____ *page* _____ *paragraph* _____

Description:

6.2.24.1 Public Web Site (M)

The Contractor shall provide and maintain a public website that shall be updated weekly. All information, data and forms must be approved by DTS/ONS before it is posted to this web site. The web site shall include the following:

- A list of all products and services with descriptions, availability and unique identifier, including features
- Product and Service Rates, including features
- Contract language and amendments
- Customer FAQs
- Customer ordering instructions
- End-User Escalation Process
- List of available vendor offered training
- News
- Link to DTS/ONS web site

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.24.2 Private Web Site (M)

The Contractor shall provide and maintain a private web site that shall be updated weekly. The Contractor shall use this portal to provide DTS/ONS and authorized Customers with access to service level agreement reports, fiscal management reports, inventory management reports (if not provided through another means), invoice management, active Contracted Service Project Work status reports, Individual Case Basis, and Individual Pricing Reductions changes. _____

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.24.3 Customer Trouble Ticket Reporting and Tracking System (M)

The Contractor shall provide a Customer Trouble Ticket Reporting and Tracking System that is accessible 24 hours a day, 7 days a week via a web enabled

application. The Contractor's Customer Service Center, as described in Section 6.2.21.1 will respond to the Customer's ticket in accordance with the SLA objectives. Customers shall have the capability of opening tickets either by a web-enabled application from their PCs or calling the toll free Customer service number available 24 hours a day, 7 days a week. The trouble ticket System shall apply to all contracted services. Customers shall have a real-time view of the ticket data for all service issues. Only Contract related trouble tickets will appear in this System. Customers shall have online access to the complete ticket data for a 3-month period after each ticket has been closed. Customers shall have access to historical complete ticket data for 18 months and shall be delivered by the Contractor within 10 business days of request.

Minimum Requirements:

The ticketing System shall include the following minimum information: Contractor ticket number, Agency name, Agency unique identification number, Customer contact information, phone number, service type, time/date ticket was opened, time/date ticket closed, address locations, problem description, chronological history of Contractor activity (text), estimated time of arrival, actual time of arrival, estimated time of restoral, actual time of restoral, stop clock condition (s) applied and duration (s), and description of resolution. The Contractor will update tickets with all Sub-Contractor and/or Affiliate provided status information.

System Functionality:

This System shall only provide views for Contract related trouble tickets. The System shall include the following reporting functionality:

- List all open Contract related trouble tickets
- View open trouble tickets and status for a specific phone number/unique service identifier
- View all historical trouble tickets on a specific phone number/unique service identifier in the previous 6 months
- List all historical trouble tickets by Customer
- List all open and closed tickets by End-User address location
- Perform sorts by ticket numbers, Customer, and time and date fields in ascending order

The Contractor shall describe the System and how it meets or exceeds the minimum Requirements and System functionality.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.24.4 Service Provisioning, Tracking, and Inventory System (M)

The Contractor shall provide a Service Provisioning, Tracking and Inventory System that allows Customers the ability to order/provision service using a web enabled application. This application will process all moves, adds, deletes, and changes. The screens shall be designed to accommodate the provisioning Requirements of the State. The Contractor's Customer Service Center shall respond to a Customer's service order Monday through Friday during the hours of 7 A.M. to 5 P.M. Service orders received after hours shall be processed the next Business Day.

Customers shall have the option to submit orders through:

- The Service Provisioning and Tracking System
- STD 20

DTS/ONS and Customers shall have web-based access to view orders and status for a 3-month period after the initial billing date for completed service orders. If multiple ordering methods are used (e.g., STD 20, additional ordering Systems) then the Contractor shall be responsible for processing all orders into the Service Provisioning and Tracking System within 30 Business Days of receiving the order for the Customer. All Customer information shall be

accessible to DTS/ONS and partitioned information shall be accessible to authorized Customers.

Minimum Requirements:

When applicable, service order and provisioning information shall include: Contractor service order number, Customer service order number, date of service order, Customer Agency name, Customer ID number, End-User address location(s), installation date, service type, service identifier number, PIC, quantity, features, feature code, contact information, install due date, order completion date, phone number/service identifier, and comments.

The Contractor shall describe the System and how it meets or exceeds the minimum Requirements and System functionality.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.24.5 Service Level Agreement (SLA) Reports (M)

The Contractor shall provide DTS/ONS with data necessary to perform SLA compliance oversight. The Contractor shall support DTS/ONS in its Contract compliance functions through regularly scheduled meetings and monthly reports. DTS/ONS Monthly Service Level Agreement Reports shall be posted to the private web site. The report(s) must be loaded onto the web site and available to DTS/ONS and DTS/ONS authorized Customers in a data extractable application.

All trouble tickets must appear in a SLA report within 60 calendar days of the trouble ticket service restoral date. The report shall list all trouble tickets with a service restoral date occurring within the reported month, including tickets not qualifying for rebate.

The Contractor shall provide a monthly report (s) that indicates what SLA and rebates were applied to each ticket number.

The Contractor shall provide a monthly summary report listing the total number of tickets rebated for each SLA.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.24.5.1 SLA Report Requirements (M)

The reports shall include the following detail, when applicable: report period, Contractor's trouble ticket number, phone number/unique identifier product type, Agency ID number, Agency name, location of reported trouble (street address and city – no abbreviations), ticket open date/time, problem restoral date/time, stop clock conditions applied, outage duration, unavailable time (as defined in the SLA section), type of SLA applied, percent of Customer rebate.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____page_____paragraph_____

Description:

6.2.24.5.2 SLA Provisioning Report Requirements (M)

The SLA Provisioning Report shall be based on installation intervals and provided to DTS/ONS within 60 calendar days of the order completion date. SLA Provisioning reports shall include orders generated manually by a STD 20 or orders inputted by an automated System.

SLA Provisioning reports shall include the following information: reporting period, Contractor's service order number, Customer's service order number, type of order (new service, adds, deletes, moves and changes) phone number/unique identifier, path name, product type, Agency ID number, Agency name, order date/time, due date/time, install date/time, stop clock conditions applied, percent of Customer rebate.

The Contractor shall calculate and include the monthly SLA ordering/provisioning percentage in the monthly report.

Bidder understands the Requirement and shall meet or exceed it? Yes_____No_____

Reference: document_____

location_____page_____paragraph_____

Description:

6.2.24.5.3 CAT 2 and CAT 3 SLA Report Requirements (M)

CAT Outage shall be reported independently on a per occurrence basis. A CAT 2 and 3 Report shall be provided to DTS/ONS within 60 calendar days of the restoral date.

CAT 2 and 3 SLA reports shall include the following information:

Reporting period, Type of CAT, data and time of occurrence, service ID/phone number(s), product type, Agency ID number, Agency name, ticket open date/time, problem restoral date/time, unavailable time (as defined in the SLA section), and percentage of Customer rebate.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.24.6 Contracted Service Project Work Reports (M)

The Contractor shall provide DTS/ONS with quarterly reports for completed Coordinated and Managed Projects as defined in Section 6.2.20, Contracted Service Project Work. This data shall be provided in MS Access format or other mutually agreed upon format. Services installed as projects shall be included in the Service Provisioning, Tracking, and Inventory System identified in Section 6.2.24.4.

6.2.24.6.1 Coordinated Project Work Report (M)

The Coordinated Project Work Report shall contain, at a minimum the following information:

- STD 20 Agency request number
- Agency ID
- Agency name

- Agency address
- Service site address (s)
- Date Contractor received Service Request
- Date Customer was initially contacted by Contractor
- Date “Scope of Work” provided to Customer
- Estimated cost
- Final cost
- Service type (s) installed
- Quantities if applicable to service type
- Project start date (Customer acceptance of Implementation Plan/schedule)
- Negotiated project completion date
- Project completion date

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.24.6.2 Managed Project Work Report (M)

The Managed Project Work Report shall contain, at a minimum the following information:

- STD 20 Agency request number
- Agency ID
- Agency name

- Agency address
- Service site address (s)
- Date Contractor received Service Request
- Date Customer was initially contacted by Contractor
- Date “Scope of Work” provided to Customer
- Estimated cost
- Final cost
- Service type (s) installed
- Quantities of services
- Date notify DTS/ONS – non-ICB projects
- Date approved by DTS/ONS – ICB projects
- Project start date (Customer acceptance of Implementation Plan/schedule)
- Status
- Identification of major milestones
- Identification of project jeopardies
- Negotiated project completion date
- Project completion date
- Project Manager name and contact information

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.25 REQUIRED TRANSITION STRATEGY (M)

The awarded Contractor shall participate in two transition phases and submit two separate plans; Transition-In is the transition from the incumbent Contractor services to the new Contractor services. Transition-Out occurs at the end of the Contract Term or cancellation of the Contract, whichever occurs first. The Contractor agrees to cooperate fully with the State and awarded Contractor(s) in planning, coordinating, and implementing both required transition phases. For both phases, the Contractor will provide a plan that will assure the State that all services will be transitioned to the Contract services in a timely and efficient manner.

To ensure that the State business objectives are met, DTS/ONS shall have prior approval authority for both Transition-In and Transition-Out Plans.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.25.1 Transition-In Requirements of Startup (M)

As part of the RFP response, the Contractor shall submit a Transition-In plan that shall be evaluated on the following:

1. Describe in detail the minimal End-User impact during transition
2. Describe in detail the transition schedule that ensures timely transition of all contracted services
3. Transition planning strategy and schedule that considers:
 - Customer (State and public Agency)
 - Customer location
 - Service type/category or technology
 - Service complexity
 - Interoperability Requirements/considerations

- Service quantity considerations
 - Customer special business Requirements
 - Public safety considerations
 - Consider impact on State and Customer's business and operational Requirements in establishing transition schedules
4. Describe in detail that no additional cost shall be charged to the End-User for transition of services.
 5. Strategy for establishing agreements, with Independent Local Exchange Carriers necessary to ensure continuity of statewide end-to-end services. Agreements shall be in effect at Contract award.
 6. Processes for transition of local government Customers subscribing to services under the Authorization to Order Under State Agreement provisions.
 7. Strategy to create implementation processes and procedures necessary for transition of incumbent Contractor, Affiliates, or reseller services to new contracted services.
 8. Cutover process including planning, service inventory verification, order freeze, disconnect/new order processes and emergency procedures.
 9. For the purpose of the cutover process, Transition is not deemed complete until customer-billing accounts for disconnected services has been paid in full.
 10. Identity of support activities and description of tasks to prepare Customer locations for transition (where applicable).
 11. Strategy for transition of State Integrated Billing System (SIBS) and incumbent's billing system to new Contractors invoice systems.
 12. Processes, procedures, and timeliness necessary to resolve billing discrepancies and reconciling billing invoices.
 13. Identification of transition tasks dependent on State and/or Customer data or resources.
 14. Identification of what the Contractor views the State and Customer roles and responsibilities in transition planning and implementation of new Contract services.
 15. Transition Management Plan to effectively manage transition through commitment of staff resources and with required skills.
 16. Inclusion of Transition Orientation and Training for Customer/End-Users and DTS/ONS which is necessary to support Transition-In, as required in Section 6.2.15.1.

17. Structure of organization to support transition.
18. Development of a transition strategy that can be defined in detail and implemented immediately upon award
19. Contractor shall submit a schedule and plan for transition of administrative fees as follows:
 - Conversion schedule for Administrative Fees
 - Process for establishing Administrative Fees
 - Process for transitioning of Administrative Fees from CALNET Contractor to Contractor's CALNET II new Administrative Fees
20. Other plan content.
21. Contractor shall use industry accepted project management methodology throughout the Transition process.
22. Upon award of the Contract, the Contractor shall establish a service inventory database of transitioned services. The database is intended to include all transitioned services as well as services added throughout the Contract Term. This database shall be maintained throughout the Contract Term and be made available to DTS/ONS in the timeframes described in Section 6.2.22.3.4.

The State acknowledges that many of the transition Requirements of this Section may not be known, defined, or may not be completed until Contract award. In responding to the Requirements of this Section, the expectation of the State is that the Bidder shall acknowledge, demonstrate, and recommend to the extent possible all considerations necessary for developing and implementing a successful transition plan.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.25.2 Transition-Out Requirements of Termination (M)

During the Contract Term, the State will engage in a competitive Bid process to award replacement services to be in effect at the conclusion of the Contract Term. The replacement services may replicate or be similar to the CALNET II Contract or may include new strategies for providing telecommunication services in the state. The State acknowledges the level of difficulty in anticipating future transition Requirements without knowledge of proposed solutions. However it is critical the Contractor declare and commit to what it considers its responsibility and participation in transition of services, and to the extent possible, demonstrate how it would plan and conduct the transition of its services to a new Contractor. As part of its RFP response, the Bidder will submit a Transition-Out plan that will be evaluated on the following:

1. Describe in detail the Contractor's understanding of its role and responsibility for transition.
2. Describe in detail the Contractor's commitment to continue to provide services and Contract resources under the existing terms and conditions of the Contract during transition and/or identifies any restrictions and limitations.
3. Establish a transition schedule that begins upon award of a new Contract and does not exceed a 12 to 18 month transition period.
4. Detailed action plan that demonstrates a commitment to work cooperatively with the State and awarded Contractor in planning and coordinating the transition of services to the new Contract.
5. Transition plan/schedule that includes, at a minimum, identification of End-Users, service locations by street address and city, service type, circuit identification, and unique service identifier.
6. Within 60 calendar days of State's notice of intent to award a new service Contract, Contractor shall provide a plan that defines how the Contractor will transition services to the new Contract with sufficient detail for the State's review and approval.

At a minimum, the Transition-Out plan will be written in a clear and concise manner and include the following elements:

- a. End-User Impact (e.g., Agencies' business needs, complexity of service, services impacted by special programs, etc.)

- b. Fiscal Impact: the State does not anticipate any cost to transition services.
 - c. Strategy for transition of Contractor services to new Contractor services
 - d. Strategy for transition of invoicing Systems
 - e. Identification of tasks dependent on State data or resources
 - f. Structure and organization (e.g., Business Plan – Section 4.5.7) to support current Contract terms and conditions and resources to support transition of services
 - g. Describe in detail how the Contractor, subcontractors, and Affiliates invoices shall be reconciled for transition to new Contractor's invoicing System(s) services
 - h. Other elements necessary for transition planning
7. Contractor shall submit a schedule and plan for transparent transition of services to support the continued billing, collection, and remittance of Administrative Fees for services billed under the Contract.
8. Contractor shall use industry accepted project management methodology throughout the Transition process.

The plans will include transition of all End-Users to the new Contract and subsequent Contract(s). For both Transition-In and Transition-Out, the entire transition process must take place at no additional cost to State or local government Agencies, and remain transparent to the End-User of the service including maintaining existing End-User telephone numbers, and consideration for local number portability. DTS/ONS will evaluate the transition plans as part of the Contractor Proposal and jointly approve implementation of the plans.

The State recognizes the complexities and risks involved in a transition project of this size and magnitude. The State reserves the right to modify the transition plans where deemed in the best interest or benefit of the State or authorized Customers of the Contract.

In addition, the State retains the option to identify performance Requirements and to establish rights and remedies for performance associated with transition milestones, tasks and schedules.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document _____

location _____ *page* _____ *paragraph* _____

Description: